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ABSTRACT

This instructional package contains both an instructor's manual and a student's manual for a course in machine dictation and transcription. The instructor's manual contains an overview with tips on teaching the course, letters for dictation, and a key to the letters. The student's manual contains an overview of the course and of the skills needed to use machine dictation equipment. It also includes preview sheets for the letters contained in the instructor's manual, and instruction on dictation. Information in the appendixes includes tips for proofreading, proofreaders' marks, most threatening spelling words, commonly used business words, state abbreviations, transcriber's daily log, phonetic alphabet, line count sheet, examples of full block and simplified letter styles, and information on addressing envelopes. Transparency masters are provided to cover the topics of the course. (KC)

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MACHINE DICTATION AND TRANSCRIPTION

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FOREWORD

Daily word processing systems are changing today's business office. More than ever, business support personnel are taking a new look at machine dictation/transcription equipment.

Because of the increased emphasis on dictation and transcription skills, the Business and Office Education Section of the Office of Vocational Education initiated the development of a classroom delivery package to teach students machine dictation and transcription as an integrated skill within an office system.

Andrea Kelly
State Supervisor
Business and Office Education

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OVERVIEW

This unit is designed to be used as either an individualized instructional unit by students or as a vehicle for group instruction. Regardless of how the unit is used, an introduction to machine transcription and a demonstration of the equipment to be used should precede transcription.

Introduce this unit by stressing the importance of machine transcription and explaining how it is vital to word processing systems. Point out the advantages and disadvantages of machine transcription.

Other factors which need to be stressed are:

1. Basic punctuation rules. The documents which are prepared for dictation use basic punctuation rules. Each document contains a preview list of vocabulary/spelling words and special transcription hints when necessary.

2. Demonstration of transcription equipment. Study the instruction manual that is provided for your machine and explain the parts of the equipment. Use the transcription machine description sheet as a guide. (See page 62 of the Student's Manual. Omit any parts which are not on your equipment.) Carefully show students how to assemble equipment, insert tape, and make necessary adjustments. Have students go through the demonstration with you. After students have used the equipment for a few days, give them the self-evaluation test (see "Transcription Machine Test," Instructor's Manual, page 8) or observe students individually. Explain use of indication slip or scan feature.

3. Techniques of proofreading. Tips for proofreading appear in Appendix A of the Student's Manual. Use proofreaders' marks (Appendix B, Student's Manual) when correcting papers.

4. Correction techniques. Students must be taught to make acceptable corrections in order to prepare mailable copy. Teach students how to use several correction devices including the eraser. If your typewriters are equipped with correcting elements, use them.

5. Mailable standards. Discuss mailability with students. A suggested list is shown on page 4 of the Instructor's Manual.

6. Letter style/letter placement. Full block style with a six-inch line length for most documents is suggested (Appendix I - Student's Manual). If other styles are desired, use *Letter Style Transparency,* Office of Vocational Education, Business Education Division. Explain how to judge length of documents from indicator slip or scan feature.

7. Formats of addresses, word division, two-letter state abbreviations. Envelopes and a carbon copy for the file are required for each letter. Review addressing of envelopes and the use of carbon paper (Appendix J, Student's Manual).

8. Review spelling. A list of 200 most commonly used words (Appendix D, Student's Manual) and a list of 100 most frequently misspelled words (Appendix C, Student's Manual) are included. Use the lists for spelling tests. For quizzes, dictate the words and require students to type them. Encourage students to practice spelling words on the typewriter.

Evaluation

Final grades should include credit for daily quizzes and exercises, practice transcription, and transcription performance tests.

Documents should be evaluated on the basis of mailability. Although mailability in an office may vary depending upon the situation, teachers must adhere to strict standards. *Mailable documents* are ones which could be used as typed; *mailable with corrections* are documents which could be used after corrections are made – **retyping is not required.** *Nonmailable documents* are ones which would require retyping before use. Common errors which make documents nonmailable may include:

1. Words omitted, added, substituted, transposed, or repeated (may be mailable if meaning is not changed)
2. Misspellings and errors in plurals, subject/verb agreement, and past tenses
3. Poor corrections
4. Uncorrected typographical errors
5. Extremely poor placement on page
6. Incorrect or omitted necessary punctuation
7. Necessary letter parts omitted or out of order
8. Excessive or incorrect word division
9. Strike-overs, spaces within words, or spaces omitted between words

Practice Transcription

The emphasis in practice transcription should be on accurate transcripts. Use of reference materials, correction of errors, and proofreading must be encouraged. Student proofreading teams may be used to help evaluate transcripts. Students learn from being involved in the evaluation process. Use standard revision marks when grading papers, and mark documents in pencil to facilitate correcting errors without retyping entire document (Appendix B, Student's Manual).

Use a simple point system for grading practice transcription. Assign the following points:

Mailable	3 points
Mailable with Corrections	1 point
Nonmailable	0 points

Students may be allowed to retype the transcripts that are mailable and to correct the transcripts that are mailable with corrections. If the retyped/corrected transcripts are mailable, add the following points to the original points earned:

Corrected Mailable with Corrections	1 point
Retyped Nonmailable	1 point
Unmailable after retyping	0 points

Letter grades for the total points earned will depend on the total number of documents transcribed. As a guide in determining the grade, assume that 20 documents have been transcribed. The maximum number of points that can be earned will be 60. (Twenty letters x 3 points for each mailable letter.) The scale might be the following:

54 – 60 points = A
48 – 53 points = B
42 – 47 points = C
36 – 41 points = D

The above grading scale is based on this scale.

90 – 100% = A
80 – 89% = B
70 – 79% = C
60 – 69% = D

To compute the above grades simply multiply the low figure in the percentage grade by the maximum number of points that can be earned on total transcripts. This formula can be applied to any number of transcripts.

60 (maximum points)	x 60% = 36	Therefore, D grade begins at 36
60	x 70% = 42	C grade begins at 42
60	x 80% = 48	B grade begins at 48
60	x 90% = 54	A grade begins at 54

Transcription Performance Test

Transcription performance tests emphasize production of mailable documents under the pressure of a time limit.

1. Select two short, familiar documents.
2. Allow use of reference materials during test.
3. Administer several tests near the end of the unit.
4. Make time the variable. Start a stop watch when students are ready to begin transcribing.
5. Record completion times on test papers after students have finished transcribing and proofreading documents. Assign separate speed and accuracy grades.
6. To determine a final grade for transcription performance tests, combine the separate speed and accuracy scores. Count accuracy twice as much as speed.

Accuracy grades may be assigned based on the number of mailable documents produced. If two documents appear on the test, you may wish to use the grading scale which follows. Refer to mailability standards for daily work.

Grading Scale

A = Two mailable documents
B = One mailable document, one mailable/corrections document
C = One mailable document, one nonmailable document
C = Two mailable/corrections documents
D = One mailable/corrections document, one nonmailable document
F = Two nonmailable documents

Speed grades may be assigned by ranking completion times. Specific speed goals are often unreliable because the level of difficulty of dictated documents varies. Too much emphasis on speed may result in inaccurate transcripts.

Additional Dictation

It is suggested that the teacher add dictation which does not contain letters that have capitalization and punctuation indicated to this unit. This type of dictation could be given by some originators who have not learned the proper dictation techniques and would enable the students to be aware of this approach.

Work Log

Emphasize the importance of counting lines and the time required for transcription. Students should record work completed on the Transcriber's Daily Log (Appendix F). The information should include the number of lines transcribed in each document, name of originator, company, description of document, and the transcription time required. Appendix H is a line count sheet which you may wish to make into a transparency for ease of use. A column is available on the daily log for recording grades.

Preparation Of Tapes

Each letter is prepared for proper dictation. Recruiting other people to dictate some of the letters may make them more realistic. Be sure to show the people you recruit how to operate the equipment and have them review the dictation techniques listed below.

1. Find a quiet place to dictate with no background disturbances.
2. Avoid all mannerisms that might distract transcriptionist such as shuffling papers, coughing, yawning, etc.
3. Use a well-modulated, comfortable speaking style. Don't mumble.
4. Speak directly into the microphone.
5. Enunciate words clearly. Be careful with the common as weil as the difficult.
6. Be careful when dictating ending syllables, especially -ed and -ses.
7. Dictate at a steady rate. Do not try to dictate phrase groups rapidly or dictate word by word. Forget the *stopwatch technique.*
8. In dictating proper names such as (G–r–e–e–n–e), dictate (capital G–r–e–e–n–e).

Dictate the letters in the order presented. They are arranged from simple, short documents to more complex, long documents. Occasionally one originator dictates more than one letter. If you wish, you may dictate the vocabulary/spelling words before each letter or you may prepare a separate tape with the vocabulary/spelling words.

TRANSCRIPTION MACHINE TEST

TO THE STUDENT: When you have finished studying the parts of the transcription machine which you are to use, take the following test. Match Column I with Column II by writing the correct letter in the blank line.

_____On/Off Switch	a. Depressed for rapid movement of tape
_____Microphone	b. Stops all operations
_____Record Button	c. Used to review or edit dictation
_____Review	d. Erase all or part of tape
_____Cassette/Belt Compartment	e. Permits auto rewind of a few words
_____Headset	f. Sound intensity increased or decreased
_____Foot Control	g. Light indicates the machine is ready for operation
_____Volume Control	h. Indicates beginning and end of documents
_____Tone Control	i. Depressed to begin recording of the dictation
_____Speed Control	j. Holds cassette or belt for recording or playing
_____Rewind Key	k. Adjust to a comfortable speed for transcriber
_____Fast Forward Key	l. Worn with yoke positioned under the chin while listening
_____Stop Key	m. Used to record dictation (may be built-in or held with hand)
_____Erase Key	n. Shows location of dictated material
_____Counter Dial/Line Display	o. Determines whether machine is transcribing or dictating
_____Auto Backspace Control	p. Raise or lower the pitch of the speaker's voice
_____Scan	q. Permits operator to rewind the tape
_____Speaker/Microphone Switch	r. Responds to three position of the feet: listening, backspace position, and rest position

Answers: g, m, i, c, j, l, r, t, p, k, q, a, b, d, n, e, h, o

PART II: LETTERS FOR DICTATION

LETTER NUMBER 1

(Secretary, this is Jane Wilson, Mays Department Store. This is a letter to:)

Mrs. Beth Harvey (H–a–r–v–e–y)
P. O. Box 39
Dillon (D–i–l–l–o–n) South Carolina 29536

Dear Mrs. Harvey

You asked that we order six luncheon plates in the (initial caps) Desert Rose (end initial caps) pattern for you. The plates are now in stock and we are holding them for you. Please let us know by May 1 whether or not you still want the plates.

(paragraph) We look forward to hearing from you and hope that we may be able to assist you in the future.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 2

(Secretary, this is Janice York, Mays Department Store. This is a letter to:)

Camden (C–a–m–d–e–n) Mills, Incorporated
Products Service Division
Camden, South Carolina 29020

Gentlemen

Attached is a photostatic copy of our (initial caps) Repair Claim Number R893237 (end initial caps) dated December 31, 19––.

(paragraph) Please let us know the date on which the electric blanket will be repaired and returned to us.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 3

(Secretary, this is Susie Smith, Mays Department Store. I have two letters to dictate. The first letter is to:)

Mrs. Edward (E–d–w–a–r–d) Book (B–o–o–k)
121 Elm (E–l–m) Drive
Charleston, South Carolina 29402

Dear Mrs. Book

We are sorry that we are unable to fill your order for Hanes (H–a–n–e–s) hosiery, (initial caps) Style Number (end initial caps) 975. This style has been discontinued.

(paragraph) The remainder of your order has been shipped. We look forward to the pleasure of serving you again soon.

Sincerely

LETTER NUMBER 4

(Secretary, the second letter is to:)

Mr. Alvin (A–l–v–i–n) Trapp (T–r–a–p–p)
P. O. Box 9655
Whitmire (W–h–i–t–m–i–r–e), South Carolina 29178

Dear Mr. Trapp

We have received the pink quilted bathrobe which you returned. This robe in size 14 is out of stock at the present time (semicolon) therefore (comma) I am enclosing a refund check for $25.96.

(paragraph) I am sorry we could not be of service to you at this time.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 5

(Secretary, this is George Hanson, Mays Department Store. This is a letter to:)

Mr. Ralph Graham (G–r–a–h–a–m)
National Retail Merchants Association
100 West 31 Street
New York, New York 10001

Dear Mr. Graham

Last week my secretary notified you that I would attend the annual meeting of the Board (Capital B) of Directors (Capital D) to be held at the (initial caps) Empire Hotel (end initial caps) on March 1, 19––. I now find that I will be unable to attend.

(paragraph) Will you please cancel my reservation and convey my regrets to the other members.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 6

(Secretary, this is Fred Cline, CARE SYSTEMS. This is a letter to:)

Mrs. Janis (J–a–n–i–s) Blue (B–l–u–e)
P. O. Box 13
Kings (K–i–n–g–s) Creek, South Carolina 29719

Dear Mrs. Blue

As you and your spouse approach age 65 and join Medicare (M–e–d–i–c–a–r–e), you may want to reduce your medical insurance coverage.

(paragraph) The details of a new policy provided by our company are described in the enclosed brochure. You need only complete the application and mail your payment. We will change your coverage to this special, low (hyphen) cost policy.

(paragraph) Don't wait (exclamation mark) Take advantage of this opportunity today.

Sincerely

Enclosures (colon) Brochure 65 and Application

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 7

(Secretary, this is Ike Jones, Carolina Travel Agency. This is a letter to:)

Mr. Raymond (R–a–y–m–o–n–d) Stokes (S–t–o–k–e–s)
1156 Ashley (A–s–h–l–e–y) Avenue
Charleston, South Carolina 29405

Dear Mr. Stokes

We are sorry to tell you that you were not selected to fill the position as travel agent with the Carolina Travel Agency.

(paragraph) Your application will be retained in our files for a period of 90 days in the event other opportunities should arise.

(paragraph) Thank you for applying. We wish you success in the future.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 8

(Secretary, this is Cissie Bunker, Cranston Real Estate and Insurance Agency. I have two letters to dictate. The first letter is to:)

Mrs. T. L. Hanson (H–a–n–s–o–n)
4810 Harbor (H–a–r–b–o–r) Lane
Omaha, Nebraska 68109

Dear Mrs. Hanson

RE (Capital R, capital E, colon) (initial caps) Insurance Renewal (end initial caps)

(paragraph) A copy of your (initial caps) Renewal Certificate (end initial caps) for (initial caps) Policy Number (end initial caps) 138764D is enclosed. The original was mailed to the Mercury (M–e–r–c–u–r–y) Bank for their records.

(paragraph) Please attach this (initial caps) Renewal Certificate (end initial caps) to your present policy. If you have any questions, please call me.

Sincerely

CRANSTON REAL ESTATE AND INSURANCE AGENCY

LETTER NUMBER 9

(Secretary, the second letter is to:)

Ms. (M–s period) Jane Driggers (D–r–i–g–g–e–r–s)
4156 Mohawk (M–o–h–a–w–k) Drive
Charlotte, North Carolina 28207

Dear Ms. Driggers

We have received your policy renewal. The company increased the coverage on your household contents to $10,000 to parallel the increase in replacement cost.

(paragraph) The annual premium for this coverage is $150. To prevent any lapse in coverage, please send us your check for this amount.

(paragraph) We appreciate your business. If you have any questions, please do not hesitate to call us.

Sincerely

CRANSTON REAL ESTATE AND INSURANCE AGENCY

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 10

(Secretary, this is Thomas Byrd, Cranston Real Estate and Insurance Agency. This is a letter to:)

Mr. and Mrs. Jim Boone (B–o–o–n–e)
516 North Green (G–r–e–e–n) Street
North Augusta, South Carolina 29841

Dear Mr. and Mrs. Boone

Helping you find a new home has been a pleasure. We hope that you will have many years of happiness in North Augusta.

(paragraph) We would appreciate your referring our company to others who may be buying or selling real estate in our area. We like to make our friendly, courteous, and professional service available to other prospective homeowners.

(paragraph) If we can be of service to you in the future, please let us know.

Sincerely

CRANSTON REAL ESTATE AND INSURANCE AGENCY

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 11

(Secretary, this is James M. Smith, Midland Savings and Loan Association. I have two letters to dictate. The first letter is to:)

Ms. (M–s period) Carol (C–a–r–o–l) Watson (W–a–t–s–o–n)
Data Information Association
819 Coco (C–o–c–o) Court
Helen, Georgia 30545

Dear Carol

It was great to visit with you in Charleston. In fact, seeing you is always a pleasure.

(paragraph) Enclosed are Sam Gray's (G–r–a–y apostrophe s) and Steve Barr's (B–a–r–r apostrophe s) personal data sheets. Both of these men are outstanding individuals with the capacity to make great contributions to any professional program in which they might participate.

(paragraph) Carol, please don't hesitate to call or write if I may be of help to you in your work.

(paragraph) Best wishes to you as you progress in planning your seminar.

Sincerely

LETTER NUMBER 12

(Secretary, the second letter is to.)

Mr. and Mrs. Thomas (T–h–o–m–a–s) Wilson (W–i–l–s–o–n)
578 Seton (S–e–t–o–n) Road
Columbia, South Carolina 29210

Dear Mr. and Mrs. Wilson

Your (initial caps) Savings Certificate Number (end initial caps) 10? will mature September 25, 19––. It will be subject to automatic renewal for an additional 26 weeks at the rate of 15 percent. This rate is the highest which is allowed by law.

(paragraph) Your account will be automatically renewed at the 15 percent rate at the close of business on the maturity date unless we hear from you. Withdrawals or additions may be made to the account during the seven (hyphen) day period following maturity.

(paragraph) We appreciate the opportunity to serve you. If you have any questions concerning your account, please call us.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 13

(Secretary, this is John Duff, Attorney. This is a letter to:)

Mr. David Jones
1954 Smith Court
Irmo (I–r–m–o), South Carolina 29063

Dear Mr. Jones

Enclosed is the title to real estate from Lowell (L–o–w–e–l) Adams to you which has been recorded in the Office (Capital O) of Deeds (Capital D) for Lexington County, South Carolina, in (initial caps) Title Book (end initial caps) (comma) page 342.

(paragraph) This title to your property is important evidence and should be kept with your other important papers in a safe place.

(paragraph) I appreciate your letting me assist you in this matter. If I may be of help in the future, please do not hesitate to call upon me.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 14

(Secretary, this second letter is to:)

Mrs. Anne (A–n–n–e) Washington
1934 Garfield (G–a–r–f–i–e–l–d) Street
Greenwood, South Carolina 29646

Dear Mrs. Washington

(Capital R, Capital E, colon) (initial caps) Your Father's Estate (end initial caps)

(paragraph) Enclosed is a copy of the bill for the appraisement in the above matter. Please forward payment in the sum of seventy (s–e–v–e–n–t–y hyphen) five (f–i–v–e) dollars (open paren dollar sign arabic numeral seven five close paren) directly to William Meyers (M–e–y–e–r–s) at the address indicated on the statement.

(paragraph) We also need to get together for a few minutes to prepare a final return concerning your father's estate. Please let me know when you will have some available time.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 15

(Secretary, this is Susie Smith, Mays Department Store. This letter is to:)

Mrs. Karen (K–a–r–e–n) Dunn (D–u–n–n)
Route 1, Box 14
Augusta, Georgia 30904

Dear Mrs. Dunn

Thank you for your order for the grey skirt with the button front. I have checked all our stores and have been unable to find this skirt in the size and color which you requested.

(paragraph) I am sorry that our store cannot serve you at this time. We look forward to serving you in the future.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 16

(Secretary, this is George Hanson, Mays Department Store. This letter is to:)

Mr. Scott (S–c–o–t–t) Wilson
Box 381
Greer, South Carolina 29651

Dear Scott

Thank you again for your assistance in apprehending the shoplifter last Friday at the Forest (F–o–r–e–s–t) Hills Mall.

(paragraph) If more citizens would get involved in crime prevention, we would all benefit by having safer communities in which to live. Your unsolicited help was greatly appreciated.

(paragraph) On your next visit to Columbia, stop by our (initial caps) Men (apostrophe s) Department (end initial caps) and select a shirt as a token of our appreciation.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 17

(Secretary, this is Ike Jones, Carolina Travel Agency. I will need a carbon copy in addition to the file copy. This letter is to:)

Mr. John Riley (R–i–l–e–y)
3587 Yale (Y–a–l–e) Avenue
Columbia, South Carolina 29204

Dear John

In answer to your inquiry concerning employment opportunities with the Carolina Travel Agency, I am enclosing an employment application which you may complete and return to me.

(paragraph) Currently, we do not have any vacancies. Your application will be reviewed (semicolon) however (comma) to consider your qualifications for any future positions that may occur within this Agency (Capital A).

(paragraph) If a position does become available, we will contact you and arrange for an interview.

Sincerely

(Send a carbon copy to Bob Tate.)

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 18

(Secretary, this is James M. Smith, Midland Savings and Loan Association. This will be a memorandum to be typed on an interoffice memorandum form. Prepare one original copy and return to me for duplication. The memo is:)

TO: All Bank Employees

FROM: James Smith

SUBJECT: Annual Bank Party

(paragraph) At 7 p.m., Wednesday, October 10, our annual party will be held at (initial caps) The Hunter's (H–u–n–t–e–r apostrophe s) Lodge (end initial caps.)

(paragraph) This year supper will be served buffet style. As all of you are familiar, I am sure, with the quality of food served at The Hunter's Lodge, you will agree that the price of $12 per person is a bargain.

(paragraph) After supper Buddy (B–u–d–d–y) Grange (G–r–a–n–g–e) and his orchestra will play, and we will dance the night away, or at least part of it (exclamation mark)

(paragraph) Make plans now to bring your spouse or best date and celebrate with us. I will be accepting reservations until October 1.

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 19

(Secretary, this is Bob Tate, Carolina Travel Agency. I will need one carbon copy in addition to the file copy. This letter is to:)

Mrs. Gerry (G—e—r—r—y) Pack (P—a—c—k)
Georgia Tours (T—o—u—r—s)
1644 Elmwood Street
Atlanta, Georgia 30308

Dear Gerry

As we discussed by telephone yesterday, I am in the process of completing plans for the seminar for the (initial caps) Southern Tourism Association (end initial caps) to be held in Columbia, Spring 19——. I am currently working with the committee to arrange details of the program.

(paragraph) Once we have completed the agenda, I will send you a copy for your approval and suggestions. I would appreciate any ideas you and your staff may have regarding the seminar.

Sincerely,

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 20

(Secretary, this is Dot Bishop, CARE SYSTEMS. This letter is to:)

Ms. (M—s period) Molly Davis
1385 Sea (S—e—a) Shore (S—h—o—r—e) Drive
Folly (F—o—l—l—y) Beach, South Carolina 29439

Dear Ms. Davis

Thank you for your recent application for membership.

(paragraph) Effective March 15, (next two words in all caps) CARE SYSTEMS is handling all requests for new membership through commercial agencies. This letter is to inform you that we have referred your request to the commercial agency in your area. An agent should call you soon.

(paragraph) If you are presently a member of (next two words in all caps) CARE SYSTEMS, please return this letter with your identification number within ten days.

(paragraph) We look forward to serving you.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 21

(Secretary, this is Sally Snyder, CARE SYSTEMS. This letter is to:)

Dr. Gloria Williams
Emergency Care Clinic
Seabrook, South Carolina 29940

Dear Dr. Williams

We are pleased that your office has begun submitting medical insurance claims via the (next word in all caps) CARE terminal. Paperless claims processing is the most efficient system available in the field of health care.

(paragraph) In an effort to keep you informed of our (next two words in all caps) CARE SYSTEMS activities, we are inviting the (next word in all caps) CARE terminal operators in your office to a luncheon meeting on Tuesday, November 12. The session will begin at 10:30 a.m. and conclude at 1:30 p.m. The meeting will be held in the (initial caps) Hospitality Center (end initial caps) of our (initial caps) Headquarters Building (end initial caps).

(paragraph) Please complete the enclosed reservation form and return it to me by Monday, November 3.

Sincerely

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 22

(Secretary, this is Robert A. Banes, Cranston Real Estate and Insurance Agency. I have two letters to dictate. The first letter is to:)

Mr. John Briggs (B–r–i–g–g–s)
1543 Shady (S–h–a–d–y) Lane
Blackville, South Carolina 29817

Dear Mr. Briggs

Thank you for your request for information on Carolina State Insurance.

(paragraph) The policy best suited to meet the objectives which you outlined is our Term (Capital T) to 65 Policy (capital P). This policy provides temporary protection in the event of your death before the policy anniversary nearest your sixty-fifth birthday. The cost is modest (open paren dollar sign arabic numeral three eight zero annually close paren), and the cash value is correspondingly low. The policy provides a conversion right if your situation should change to require permanent protection. Also, a waiver of premium benefit is included in the event of long-term disability.

(paragraph) I look forward to our meeting next Thursday to discuss this matter in more detail.

Sincerely

CRANSTON REAL ESTATE AND INSURANCE AGENCY

LETTER NUMBER 23

(Secretary, the second letter is to:)

Ms. (M–s period) Nora Collins (C–o–l–l–i–n–s)
453 Oakdale Drive
Eastover, South Carolina 29044

Dear Ms. Collins

Thank you for asking about a homeowner (apostrophe s) policy for your new home.

(paragraph) After inspecting your house, I calculated the current replacement cost to be $89,750. This calculation excludes the cost of land and certain other indestructible improvements including grading, driveway, footings, and underground pipe. These items, while part of your initial cost, would be usable should your home be destroyed.

(paragraph) Would you please complete the enclosed form and return it to me. After I receive the form, I will make an analysis of your personal property and send you a further recommendation of coverage needed for your personal property.

(paragraph) Thank you again for choosing us to handle this important part of your insurance program.

Sincerely

CRANSTON REAL ESTATE AND INSURANCE AGENCY

(This is the end of the dictation, thank you secretary.)

LETTER NUMBER 24

(Secretary, this is Ike Jones, Carolina Travel Agency. This letter is to:)

New York National Bank
23 Madison (M–a–d–i–s–o–n) Avenue
New York, New York 10023

Dear Ladies and Gentlemen

It is my pleasure to recommend Miss Leslie(L–e–s–l–i–e) Grant (G–r–a–n–t) to any firm or organization that may consider her as a prospective employee.

(paragraph) Miss Grant was employed as a secretary by our Travel Agency from September 1979 until December 1981.

(paragraph) She left her position with our Agency (Capital A) for the purpose of moving to New York to enroll as a student at Columbia University. She will be seeking part (hyphen) time employment while pursuing her studies at the University (Capital U).

(paragraph) Miss Grant is a 1979 graduate of Lexington High School near Columbia, South Carolina. She was a cheerleader and active in student affairs. She has also represented her school and community as a contestant in the Miss FBLA Contest and the Miss Black Teenager Beauty Pageant.

(paragraph) She has been active in community affairs during her period of employment with our Agency (capital A). She is a member of the Palmetto Business and Professional Women (apostrophe s) Club, the Daisy Garden Club and Rho (R–h–o) Tau (T–a–u) Alpha (A–l–p–h–a) Sorority (capital S). On Sunday afternoons she works as a volunteer at one of the local hospitals.

(paragraph) Miss Grant is a personable and attractive young lady. She has a pleasant disposition, gets along well with people, and has excellent rapport with her fellow employees.

(paragraph) Her responsibilities in our Agency (capital A) included receptionist duties, typing of contracts, and transcribing the dictation of two originators.

(paragraph) Miss Grant's supervisor and others in the Agency (capital A) report that she has an excellent attitude toward her job, demonstrates initiative at all times, and performs her assignments in a professional manner.

(paragraph) We regret losing her services but are pleased that she plans to further her education and career opportunities. If she ever considers returning to South Carolina, we would immediately employ her for any position opening for which she may qualify in our Agency (capital A).

Sincerely

(This is the end of the dictation, thank you secretary.)

PART III: KEY TO LETTERS

LETTER NUMBER 1

Current Date

Mrs. Beth Harvey
P. O. Box 39
Dillon, SC 29536

Dear Mrs. Harvey:

You asked that we order six luncheon plates in the Desert Rose pattern for you. The plates are in stock and we are holding them for you. Please let us know by May 1 whether or not you still want the plates.

We look forward to hearing from you and hope that we may be able to assist you in the future.

Sincerely,

Jane Wilson
Manager, China

xx

LETTER NUMBER 2

Current Date

Camden Mills, Incorporated
Products Service Division
Camden, SC 29020

Gentlemen:

Attached is a photostatic copy of our Repair Claim No. R893237 dated December 31, 19--.

Please let us know the date on which the electric blanket will be repaired and returned to us.

Sincerely,

Janice York
Buyer, Linens

xx

Enclosure

LETTER NUMBER 3

Current Date

Mrs. Edward O. Book
121 Elm Drive
Charleston, SC 29402

Dear Mrs. Book:

We are sorry that we are unable to fill your order for Hanes hosiery, Style No. 975. This style has been discontinued.

The remainder of your order has been shipped. We look forward to the pleasure of serving you again soon.

Sincerely,

Susie Smith
Personal Shopper

xx

LETTER NUMBER 4

Current Date

Mr. Alvin Trapp
P. O. Box 9655
Whitmire, SC 29178

Dear Mr. Trapp:

We have received the pink quilted bathrobe which you returned. This robe in size 14 is out of stock at the present time; therefore, I am enclosing a refund check for $25.96.

I am sorry we could not be of service to you at this time.

Sincerely,

Susie Smith
Personal Shopper

xx

Enclosure

LETTER NUMBER 5

Current Date

Mr. Ralph Graham
National Retail Merchants Association
100 West 31 Street
New York, NY 10001

Dear Mr. Graham:

Last week my secretary notified you that I would attend the annual meeting of the Board of Directors to be held at the Empire Hotel on March 1, 19——. I now find that I am unable to attend.

Will you please cancel my reservations and convey my regrets to the other members.

Sincerely,

George Hanson
President

xx

LETTER NUMBER 6

Current Date

Mrs. Janis Blue
P. O. Box 13
Kings Creek, SC 29719

Dear Mrs. Blue:

AS you and your spouse approach age 65 and join Medicare, you may want to reduce your medical insurance coverage.

The details of a new policy provided by our company are described in the enclosed brochure. You need only complete the application and mail your payment. We will change your coverage to this special, low-cost policy.

Don't wait! Take advantage of this opportunity today.

Sincerely,

Fred Cline
Membership Services

xx

Enclosures: Brochure 65
Application

LETTER NUMBER 7

Current Date

Mr. Raymond Stokes
1156 Ashley Avenue
Charleston, SC 29405

Dear Mr. Stokes:

We are sorry to tell you that you were not selected to fill the position as travel agent with the Carolina Travel Agency.

Your application will be retained in our files for a period of 30 days in the event other opportunities should arise.

Thank you for applying. We wish you success in the future.

Sincerely,

Ike Jones
Personnel Director

xx

LETTER NUMBER 8

Current Date

Mrs. T. L. Hanson
4810 Harbor Lane
Omaha, NE 68109

Dear Mrs. Hanson:

RE: Insurance Renewal

A copy of your Renewal Certificate for Policy No. 138764D is enclosed. The original was mailed to the Mercury Bank for their records.

Please attach this Renewal Certificate to your present policy. If you have any questions, please call me.

Sincerely,

CRANSTON REAL ESTATE AND INSURANCE AGENCY

Cissy Bunker
Agent

xx

Enclosure

LETTER NUMBER 9

Current Date

Ms. Jane Driggers
4156 Mohawk Drive
Charlotte, NC 28207

Dear Ms. Driggers:

We have received your policy renewal. The company increased the coverage on your household contents to $10,000 to parallel the increase in replacement cost.

The annual premium for this coverage is $150. To prevent any lapse in coverage, please send us your check for this amount.

We appreciate your business. If you have any questions, please do not hesitate to call us.

Sincerely,

CRANSTON REAL ESTATE AND INSURANCE AGENCY

Cissy Bunker
Agent

xx

LETTER NUMBER 10

Current Date

Mr. and Mrs. Jim Boone
516 North Green Street
North Augusta, SC 29841

Dear Mr. and Mrs. Boone:

Helping you find a new home has been a pleasure. We hope that you will have many years of happiness in North Augusta.

We would appreciate your referring our company to others who may be buying or selling real estate in our area. We like to make our friendly, courteous, and professional service available to other prospective homeowners.

If we can be of service to you in the future, please let us know.

Sincerely,

CRANSTON REAL ESTATE AND INSURANCE AGENCY

Thomas Byrd
Broker

xx

37

LETTER NUMBER 11

Current Date

Ms. Carol Watson
Data Information Association
819 Coco Court
Helen, GA 30545

Dear Carol:

It was great to visit with you in Charleston. In fact, seeing you is always a pleasure.

Enclosed are Sam Gray's and Steve Barr's personal data sheets. Both of these men are outstanding individuals with the capacity to make great contributions to any professional program in which they might participate.

Carol, please don't hesitate to call or write if I may be of help to you in your work.

Best wishes to you as you progress in planning your seminar.

Sincerely,

James M. Smith
President

xx

Enclosures

LETTER NUMBER 12

Current Date

Mr. and Mrs. Thomas Wilson
578 Seton Road
Columbia, SC 29210

Dear Mr. and Mrs. Wilson:

Your Savings Certificate No. 101 will mature September 25, 19—. It will be subject to automatic renewal for an additional 26 weeks at the rate of 15 percent. This rate is the highest which is allowed by law.

Your account will be automatically renewed at the 15 percent rate at the close of business on the maturity date unless we hear from you. Withdrawals or additions may be made to the account during the seven-day period following maturity.

We appreciate the opportunity to serve you. If you have any questions concerning your account, please call us.

Sincerely,

James M. Smith
President

xx

LETTER NUMBER 13

Current Date

Mr. David Jones
1954 Smith Court
Irmo, SC 29063

Dear Mr. Jones:

Enclosed is the title to real estate from Lowell Adams to you which has been recorded in the Office of Deeds for Lexington County, South Carolina, in Title Book A, page 342.

This title to your property is important evidence and should be kept with your other important papers in a safe place.

I appreciate your letting me assist you in this matter. If I may be of help in the future, please do not hesitate to call upon me.

Sincerely,

John Duff
Attorney at Law

xx

Enclosure

LETTER NUMBER 14

Current Date

Mrs. Anne Washington
1934 Garfield Street
Greenwood, SC 29646

Dear Mrs. Washington:

RE: Your Father's Estate

Enclosed is a copy of the bill for the appraisement in the above matter. Please forward payment in the sum of seventy-five dollars ($75) directly to William Meyers at the address indicated on the statement.

We also need to get together for a few minutes to prepare a final return concerning your father's estate. Please let me know when you will have some available time.

Sincerely,

John Duff
Attorney at Law

xx

Enclosure

LETTER NUMBER 15

Current Date

Mrs. Karen Dunn
Route 1, Box 14
Augusta, GA 30904

Dear Mrs. Dunn:

Thank you for your order for the grey skirt with the button front. I have checked all our stores and have been unable to find this skirt in the size and color which you requested.

I am sorry that our store cannot serve you at this time. We look forward to serving you in the future.

Sincerely,

Susie Smith
Personal Shopper

xx

LETTER NUMBER 16

Current Date

Mr. Scott Wilson
Box 381
Greer, SC 29651

Dear Scott:

Thank you again for your assistance in apprehending the shoplifter last Friday at the Forest Hills Mall.

If more citizens would get involved in crime prevention, we would all benefit by having safer communities in which to live. Your unsolicited help was greatly appreciated.

On your next visit to Columbia, stop by our Men's Department and select a shirt as a token of our appreciation.

Sincerely,

George Hanson
President

xx

LETTER NUMBER 17

Current Date

Mr. John Riley
3567 Yale Avenue
Columbia, SC 29204

Dear John:

In answer to your inquiry concerning employment opportunities with the Carolina Travel Agency, I am enclosing an employment application which you may complete and return to me.

Currently, we do not have any vacancies. Your application will be reviewed; however, to consider your qualifications for any future positions that may occur within this Agency.

If a position does become available, we will contact you and arrange for an interview.

Sincerely,

Ike Jones
Personnel Director

xx

cc: Bob Tate

LETTER NUMBER 18

DATE: Current Date

TO: All Bank Employees

FROM: James M. Smith

SUBJECT: Annual Bank Party

At 7 p.m., Wednesday, October 10, our annual party will be held at The Hunter's Lodge.

This year supper will be served buffet style. As all of you are familiar, I am sure, with the quality of food served at The Hunter's Lodge, you will agree that the price of $12 per person is a bargain.

After supper Buddy Grange and his orchestra will play, and we will dance the night away, or at least part of it!

Make plans now to bring your spouse or best date and celebrate with us. I will be accepting reservations until October 1.

xx

LETTER NUMBER 19

Current Date

Mrs. Gerry Pack
Georgia Tours
1644 Elmwood Street
Atlanta, Georgia 30308

Dear Gerry:

As we discussed by telephone yesterday, I am in the process of completing plans for the seminar for the Southern Tourism Association to be held in Columbia, Spring—. I am currently working with the committee to arrange details of the program.

Once we have completed the agenda, I will send you a copy for your approval and suggestions. I would appreciate any ideas you and your staff may have regarding the seminar.

Sincerely,

Bob Tate
President

xx

cc: Seth Smithwick

LETTER NUMBER 20

Current Date

Ms. Molly Davis
1385 Sea Shore Drive
Folly Beach, SC 29439

Dear Ms. Davis:

Thank you for your recent application for membership.

Effective March 15, CARE SYSTEMS is handling all requests for new membership through commercial agencies. This letter is to inform you that we have referred your request to the commercial agency in your area. An agent should call you soon.

If you are presently a member of CARE SYSTEMS, please return this letter with your identification number within ten days.

We look forward to serving you.

Sincerely,

Dot Bishop
Administrative Assistant

xx

LETTER NUMBER 21

Current Date

Dr. Gloria Williams
Emergency Care Clinic
Seabrook, SC 29940

Dear Dr. Williams:

We are pleased that your office has begun submitting medical insurance claims via the CARE terminal. Paperless claims processing is the most efficient system available in the field of health care.

In an effort to keep you informed of our CARE SYSTEMS activities, we are inviting the CARE terminal operators in your office to a luncheon meeting on Tuesday, November 12. The session will begin at 10:30 a.m. and conclude at 1:30 p.m. The meeting will be held in the Hospitality Center of our Headquarters Building.

Please complete the enclosed reservation form and return it to me by Monday, November 3.

Sincerely,

Sally Snyder
Coordinator

xx

Enclosure

LETTER NUMBER 22

Current Date

Mr. John Briggs
1543 Shady Lane
Blackville, SC 29817

Dear Mr. Briggs:

Thank you for your request for information on Carolina State Insurance.

The policy best suited to meet the objectives which you outlined is our Term to 65 Policy. This policy provides temporary protection in the event of your death before the policy anniversary nearest your sixty-fifth birthday. The cost is modest ($380 annually), and the cash value is correspondingly low. The policy provides a conversion right if your situation should change to require permanent protection. Also, a waiver of premium benefit is included in the event of long-term disability.

I look forward to our meeting next Thursday to discuss this matter in more detail.

Sincerely,

CRANSTON REAL ESTATE AND INSURANCE AGENCY

Robert A. Banes
Agent

xx

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LETTER NUMBER 23

Current Date

Ms. Nora Collins
453 Oakdale Drive
Eastover, SC 29044

Dear Ms. Collins:

Thank you for asking about a homeowner's policy for your new home.

After inspecting your house, I calculated the current replacement cost to be $89,750. This calculation excludes the cost of land and certain other indestructible improvements including grading, driveway, footings, and underground pipe. These items, while part of your initial cost, would be usable should your home be destroyed.

Would you please complete the enclosed form and return it to me. After I receive the form, I will make an analysis of your personal property and send you a further recommendation of coverage needed for your personal property.

Thank you again for choosing us to handle this important part of your insurance program.

Sincerely,

CRANSTON REAL ESTATE AND INSURANCE AGENCY

Robert A. Banes
Agent

xx

LETTER NUMBER 24

Current Date

New York National Bank
23 Madison Avenue
New York, NY 10023

Dear Ladies and Gentlemen:

It is my pleasure to recommend Miss Leslie Grant to any firm or organization that may consider her as a prospective employee.

Miss Grant was employed as a secretary by our Travel Agency from September 1979 until December 1981.

She left her position with our Agency for the purpose of moving to New York to enroll as a student at Columbia University. She will be seeking part-time employment while pursuing her studies at the University.

Miss Grant is a 1979 graduate of Lexington High School near Columbia, South Carolina. She was a cheerleader and active in student affairs. She has also represented her school and community as a contestant in the Miss FBLA Contest and the Miss Black Teenager Beauty Pageant.

She has been active in community affairs during her period of employment with our Agency. She is a member of the Palmetto Business and Professional Women's Club, the Daisy Garden Club and Rho Tau Alpha Sorority. On Sunday afternoons she works as a volunteer at one of the local hospitals.

Miss Grant is a personable and attractive young lady. She has a pleasant disposition, gets along well with people, and has excellent rapport with her fellow employees.

Her responsibilities in our Agency included receptionist duties, typing of contracts, and transcribing the dictation of two originators.

Miss Grant's supervisor and others in the Agency report that she has an excellent attitude toward her job, demonstrates initiative at all times, and performs her assignments in a professional manner.

We regret losing her services but are pleased that she plans to further her education and career opportunities. If she ever considers returning to South Carolina, we would immediately employ her for any position opening for which she may qualify in our Agency.

Sincerely,

Ike Jones
Personnel Director

xx

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STUDENT'S MANUAL

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SOUTH CAROLINA DEPARTMENT OF EDUCATION

Dr. Charlie G. Williams, State Superintendent of Education

Division of Instruction
Sidney B. Cooper, Deputy Superintendent

Office of Vocational Education
Dr. Moody M. Oswald, Jr., Director

Vocational Curriculum Development Section
Dr. Robert T. Benson, Chief Supervisor

South Carolina Department of Education: An Equal Opportunity Agency
Columbia, South Carolina 29201

PART IV: OVERVIEW

OVERVIEW

The development of word processing systems has brought about a tremendous growth in the use of machine dictation as the means of originating information. Today business support personnel must possess machine transcription skills in order to be well-prepared for work in offices. Grammar, punctuation, spelling, straight-copy typewriting, proofreading and letter formatting are necessary for successful transcription. This manual is designed to provide you with experiences in these areas as you transcribe correspondence from machine dictation.

You should have the following items at your desk: a transcribing unit, a dictionary, a reference manual, a cassette tape which contains dictated material, correction materials, envelopes, carbon paper, letterhead (if available), and plain paper.

SETTING FOR TRANSCRIPTION/LIST OF ORIGINATORS

You are the transcriber for CAROLINA WORDS, INCORPORATED, a word processing service bureau which handles dictation for the following firms and principals.

Mays Department Store Forest Hills Mall Columbia, SC 29206	George Hanson – President Susie Smith – Personal Shopper Janice York – Buyer, Linens Jane Wilson – Manager, China
Cranston Real Estate and Insurance Agency 2605 Gervais Street Columbia, SC 29201	Thomas Byrd – Broker Cissy Bunker – Agent Robert A. Banes – Agent
John Duff, Attorney at Law Barringer Building 2013 Main Street Columbia, SC 29201	John Duff, Attorney at Law
Midland Savings and Loan Association 1719 Wilson Street Columbia, SC 29203	James M. Smith – President
Carolina Travel Agency Piedmont Mall Columbia, SC 29208	Bob Tate – President Ike Jones – Personnel Director
CARE SYSTEMS 1719 Fitch Street Columbia, SC 29208	Sally Snyder – Coordinator Fred Cline – Membership Services Dot Bishop – Administrative Assistant

TO THE STUDENT: Study the following guide for transcribing machine operation.

1. Seat yourself comfortably at the typewriter. Organize your desk and remove any unnecessary materials.
2. Uncover the machine and plug cord into an electrical outlet.
3. Connect the earphones and foot pedal. Refer to instruction manual for correct procedures.
4. Turn on the machine.
5. Place the belt, tape, disc or cassette in the unit.
6. Check to see that the machine is operating correctly and make any necessary adjustments.
7. Scan tape (if scan feature is available) to locate any additional instructions.
8. Adjust the volume, tone, and speed so that the dictation is given at a normal speaking speed. Adjust the tone and volume so that the voice pitch is comfortable to your ear.
9. Prepare the typewriter for transcription. Insert paper.
10. Proceed to the next page for techniques.

TRANSCRIPTION MACHINE DESCRIPTION

TO THE STUDENT: The following list gives the common parts and functions of a dictation/transcription machine. The instruction manual for a particular machine should be studied carefully. All parts listed may not be on all machines. Locate those that apply to the machine you are using.

When you have finished studying the list, secure the test from your instructor. Upon completion of the test, proceed to the next page.

On/Off Switch	—Light indicates the machine is ready for operation
Microphone	—Used to record dictation (may be built-in or held with hand)
Record Button	—Depressed to begin recording of the dictation
Review	—Used to review or edit dictation
Cassette/Belt Compartment	—Holds cassette or belt for recording or playing
Headset	—Worn with yoke positioned under the chin while listening
Foot Control	—Responds to three positions of the foot; listening, backspace position, rest position
Volume Control	—Increases or decreases sound intensity
Tone Control	—Raises or lowers the pitch of the speaker's voice
Speed Control	—Adjusts to a comfortable speed for transcriber
Rewind Key	—Permits operator to rewind the tape
Fast Forward Key	—Depressed for rapid movement of tape
Stop Key	—Stops all operations
Erase Key	—Erases part or all of a tape
Counter Dial/Line Display	—Shows location of dictated material
Auto Backspace Control	—Permits auto rewind of a few words
Scan	—Indicates beginning and end of documents
Speaker/Microphone Switch	—Determines whether machine is transcribing or dictating

TO THE STUDENT: Study the machine transcription techniques listed below. Read and study carefully before transcribing.

1. Listen to the dictation material in short word groups or phrases. Listen to an *ear-full,* stop the tape, type the *ear-full.* Repeat. Listen to as many words as you can remember easily. If you do not understand, backspace and listen again.

   As you progress with your transcribing you should be able to increase the amount of dictation you can remember. Try to break the sentence into thought groups.

   Before you finish typing one group, start the transcriber for the next group. You should develop continuous rhythmic typing.

2. Set the automatic backspace control if available. If not available, use the foot pedal to backspace whenever you need to listen to a group of words again.

3. To avoid errors, be sure you understand the meaning of the dictation before you type it. Be careful not to type instructions to the operator as part of the document. For example, capital I means to capitalize an I, not type *capital eye!* Unusual words may be spelled out and instructions for punctuation and capitalization may be given.

4. Listen for all instruction and follow them. Some of the instructions will include:

   a) Originator's name and title
   b) Type of document (letter, table, manuscript, memo)
   c) Format instructions
   d) Number of carbons
   e) Draft or final copy
   f) Special notations
   g) Kind of stationery
   h) Spelling, capitalization, and punctuation instructions

5. Listen carefully to past tenses and plural words. These may not be clearly enunciated. You should study the transcript to determine the proper tense and number.

6. Insert correct punctuation as the transcriber dictates it.

7. Use a dictionary, word division guide, reference manual, telephone directory, zip code directory, thesaurus and other reference materials when necessary.

8. DO NOT TYPE ANYTHING THAT DOES NOT MAKE SENSE. Listen at a slower speed. As a last resort, ask your instructor.

9. Strive for mailable copy the first time. Correct errors as you type.

10. Proofread the copy before removing from the typewriter. See Appendix A for proofreading techniques.

11. When the copy is mailable, remove it from the typewriter. Assemble and attach all enclosures. Type necessary envelopes.

12. Return all materials and equipment to their proper places. Turn off the typewriter.

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TO THE STUDENT: Follow the directions below to prepare to begin transcribing.

1. Locate the preview sheet that corresponds to the letter you are to transcribe.

2. Study the preview sheet for each letter. Practice typing the words until you are sure that you are familiar with the spelling. Continue with the next word until the list is completed.

   If a preview tape is available for vocabulary/spelling words, use the tape to practice each word in the vocabulary list before transcribing the documents.

3. Check the preview sheet to see if it contains transcription hints for the letter you are typing. Study the information presented.

4. Letter Style and Letter Length — Unless instructed otherwise, use a full-block letter style with a six-inch writing line (70-space elite line). See the example in Appendix I. Adjustments in placement may be made by leaving more lines between the date and inside address or between the closing and the signature line in order that the letter appear centered.

   Use the scan or indication slips, if available, to assist in *guesstimating* the lengths of the items before typing.

   Remember, your supervisor is looking for an attractive, finished document. You must use your sense of judgment gained from classroom experience as well as your skills in listening to the material to determine the placement of the document.

5. Use two-letter state abbreviations when typing addresses (Appendix E).

6. You are to prepare one carbon copy of each letter for filing purposes, any additional copies as requested, and the appropriate number of envelopes. See Appendix J for the correct way to type envelopes.

7. You are responsible for all closings on the dictated letters. This includes enclosure notations, typed signature and titles, carbon copy notations, and your reference initials.

8. Cranston Real Estate and Insurance Agency includes the company name in the closing. This is dictated and should be typed in all caps a double space below the complimentary closing.

9. If several words are capitalized such as Renewal Certificate, it will be dictated (initial caps) Renewal Certificate (end initial caps).

10. You must keep a daily record of work produced. Use the daily log in Appendix F.

11. Use the line counter in Appendix H to measure the number of lines typed. Record the name of the originator, company name, description of document, number of lines produced, and time required.

12. Now you are ready to begin transcribing.

PART V: PREVIEW SHEETS FOR LETTERS

LETTER NUMBER 1

Vocabulary Words

luncheon desert

LETTER NUMBER 2

Vocabulary Words

products division
electric photostatic

Transcription Hints

Repair Claim No. R893237

LETTER NUMBER 3

Vocabulary Words

hosiery discontinued

Transcription Hints

Style No. 975

LETTER NUMBER 4

Vocabulary Words

quilted bathrobe refund

Transcription Hints

Write 14 in figures

LETTER NUMBER 5

Vocabulary Words

retail	notified	directors
secretary	cancel	reservation
merchants	association	

Transcription Hints

Use a period after a courteous request.
100 West 31 Street

LETTER NUMBER 6

Vocabulary Words

spouse	Medicare	application
described	brochure	
special	coverage	

Transcription Hints

special, low-cost
age 65

LETTER NUMBER 7

Vocabulary Words

selected	position	applying
retained	opportunities	
future	application	

Transcription Hints

Write 90 in figures.

LETTER NUMBER 8

Vocabulary Words

renewal	certificate	original

Transcription Hints

Do not separate figures from word numbers as in No. 1381764D.
The term number is written as No. when used with figures.
Capitalize Renewal Certificate as it is a specific certificate.
RE: reference line – this follows salutation.

LETTER NUMBER 9

Vocabulary Words

policy	renewal	annual
household	replacement	lapse
premium	coverage	
appreciate	hesitate	

Transcription Hints

Type $150, not $150.00

LETTER NUMBER 10

Vocabulary Words

professional	prospective	appreciate
courteous	real estate	referring

LETTER NUMBER 11

Vocabulary Words

personal	individuals	capacity
contributions	participate	seminar

Transcription Hints

Sam Gray's and Steve Barr's personal data sheets

LETTER NUMBER 12

Vocabulary Words

certificate	additional	automatically
renewal	withdrawals	additions
maturity	opportunity	
mature	automatic	

Transcription Hints

No. 101
seven-day
15 percent

LETTER NUMBER 13

Vocabulary Words

hesitate	evidence

Transcription Hints

Office of Deeds
Title Book A

LETTER NUMBER 14

Vocabulary Words

appraisement
available
indicated
estate

Transcription Hints

RE: Your Father's Estate

LETTER NUMBER 15

Vocabulary Words

grey
skirt
future
unable

LETTER NUMBER 16

Vocabulary Words

assistance
unsolicited
mail
apprehending
prevention

Transcription Hints

Capitalize Men's Department as this is the name of a particular department.

LETTER NUMBER 17

Vocabulary Words

inquiry
positions
employment
vacancies
opportunities
qualifications

LETTER NUMBER 18

Vocabulary Words

employees
quality
celebrate
annual
bargain
reservations
buffet
orchestra

LETTER NUMBER 19

Vocabulary Words

discussed
committee
process
agenda
seminar

LETTER NUMBER 20

Vocabulary Words

agencies
effective
referred
commercial
identification

Transcription Hints

Sea Shore Drive
CARE SYSTEMS

LETTER NUMBER 21

Vocabulary Words

submitting
paperless
claims
efficient
terminal
luncheon
hospitality

Transcription Hints

CARE SYSTEMS
10:30 a.m.

89

LETTER NUMBER 22

Vocabulary Words

temporary
conversion
premium
disability
anniversary
permanent
benefit
correspondingly
waiver

LETTER NUMBER 23

Vocabulary Words

homeowner's
excludes
usable
choosing
inspecting
indestructible
analysis
initial
calculated
grading
coverage

Transcription Hints

$89,750

LETTER NUMBER 24

Vocabulary Words

recommend
employee
represented
professional
disposition
opportunities
organization
position
community
sorority
rapport
supervisor
prospective
contestant
personable
initiative

Transcription Hints

Capitalize Agency each time it is repeated as it refers to a particular agency.

PART VI: INSTRUCTION ON DICTATION

INSTRUCTION ON DICTATION

In order to prepare yourself for dictation you should become thoroughly familiar with the equipment you are to use. Study the instruction manual for your dictation equipment. Be certain that you are comfortable with the equipment before you begin dictating. Complete the following steps.

1. Plug in machine.

2. Insert a clean tape.

3. Connect the microphone.

4. Set the machine for the tone and volume you desire.

5. Locate the buttons/pads on the microphone for specific operations such as fast forward, record, rewind, listen, cue, etc. Be certain that you understand the purpose of each operation before you begin dictation.

6. Turn on the machine. Check to be certain that it is in the record mode; then dictate the paragraph below. Upon completion of the dictation, cut off the recording feature and rewind the tape.

   DICTATE

   Due to the expanding use of word processing in today's offices, originators have recognized the value of machine dictation. In order for originators to become effective dictators, the word processing center must develop definite procedures for dictation. These procedures are usually included in a manual developed by the center.

7. Remove Checklist A from the back of this section.

8. As you play back your dictation, look at each item which is listed on the Checklist. If you cannot answer *satisfactory* to all questions, dictate the paragraph until you are able to do so.

Now that you have practiced dictating and are familiar with the machine, you may proceed with the dictation of business correspondence. The steps on the following pages apply to dictation to be transcribed by a traditional secretary as well as dictation to a word processing center.

Before Dictation

1. Review the following items before beginning dictation.

   a) Basic grammar rules
   b) Spelling rules
   c) Basic letter-writing procedures

2. Before you can begin dictation, you must organize your thoughts. Find a quiet place to work. Many experienced dictators suggest that dictation should be scheduled at the beginning of the day or at a specific time each day. Make the necessary provisions to ensure that you will not be interrupted.

3. Be certain that you have all the materials needed for the dictation such as letters to be answered, all necessary names and addresses, and any information you may need from the files, etc. Reference materials such as a dictionary, a zip code directory, thesaurus, secretary's handbook, etc. should also be available.

4. If the dictation includes correspondence which needs a response, arrange letters, memos, and other documents in the order in which you plan to dictate. If you are answering correspondence, annotate the letter before you begin dictation.

5. Establish your purpose for the dictation. In your own mind, do you have the precise reason for the dictation? Are you notifying someone about a meeting? Are you trying to sell something? Are you dictating to give information? Are you answering a question? Try to visualize your reader and the type of answers which you want. Carefully consider all these points before beginning the dictation.

6. You may decide to make a brief outline, but keep it brief! Do not write out the letter and then dictate.

7. Make certain that your dictation follows the three C's – concise, clear and complete. One author says, "Load your brain before firing your mouth."

During Dictation

1. When dictating to a word processing center, you must give the transcriber all necessary identification such as your name, department, and other information required by the center. Study the procedures manual provided by the center to determine these requirements. When giving instructions, address the transcriber as *secretary* or *transcriber.*

2. Always identify the document that you are going to dictate – letter, memo, manuscript, table, outline. If the document is to be typed as a rough draft, be sure you include this information in your opening directions.

3. Most companies have standard paper to be used with specific documents and standard letter styles. If you are going to deviate, inform the transcriber at the beginning of the dictation.

4. Specify the type of document and the number of carbons. If the document is to be stored for an unusual length of time, include this information in your directions. If the item is a rush item, inform the transcriber of the high priority.

5. Dictate the date if the current date is not to be used. Spell out proper names and numbers in addresses that might confuse the transcriber. Many sources suggest that you use the phonetic alphabet which is used by phone operators (Appendix G). Specify all capitalization by saying *all caps* or *capital and the letter.*

Example of Dictated Address and Salutation

Secretary, this is Mary Amos. This letter is to be typed on the Sandbury Secretaries Association letterhead. This is a rush item with two carbon copies. This is a letter to Ms. (capital M-s period) Michele (capital M-i-c-h-e-l-e) Jones, 1875 Mohawk (capital M-o-h-a-w-k) Drive, West Columbia, SC 29169. Dear Michele:

6. Many authorities on dictation suggest that you dictate all punctuation – commas, periods, semicolons, etc. Others suggest dictating only the unusual punctuation and paragraphs. For beginning students, if the punctuation is not dictated, voice inflection should be used to indicate it.

7. Spell out any words that might give trouble such as the following:

   a) Homonyms – accept/except
   b) Uncommon – enigma, holocaust
   c) Foreign – coup
   d) Slang – "no-no"
   e) Technical – habeas corpus
   f) Words that might be misunderstood –disperse, disburse

8. Dictate all mechanical instructions such as quotations, titles to be underlined, and spaces to be left for hand-drawn tables or illustrations. When dictating simple tabulations (two or three columns), specify the number of columns and the number of entries. Long, complicated formats should not be dictated.

   Example of Dictation of Body of Letter

   The deadline for the return of your application to take the (all caps) CPS test is December 1. Be sure your application is in the mail by November 15 (exclamation mark).

   (paragraph) As you know, the test will be held the first weekend in May. Candidates will be notified at a later date of their acceptance.

After Dictation

Give all closing instructions.

1. If the dictation is a letter, dictate the name to appear in the signature if it is other than that of the originator. If female, give preferred title. Dictate the name and address of originator if the letter is personal.

2. Dictate copy distribution – names of person/persons receiving carbons.

3. Verbally indicate that you have finished the dictation.

4. Be courteous. Say *thank you* at the end of the dictation.

Dictate the following letter for practice. When you complete the letter, rewind the tape. Listen to the letter and use Checklist A to evaluate your dictation. Dictate the letter until you are satisfied with your dictation.

Secretary, this is (your name). This is a letter to:

Mr. R. C. Bratton (capital B-r-a-t-t-o-n)
2157 Greene (capital G-r-e-e-n-e) Street
Columbia, South Carolina 29208

Dear Mr. Bratton

This is to inform you that the books you ordered are out of stock at the present time.

(paragraph) When we receive these books from McGraw (capital M-c capital G-r-a-w) Hill (capital H), we will ship them to you.

Sincerely, (your name), Purchasing Department

This is the end of the dictation, thank you secretary.

MATERIALS FOR DICTATION

TO THE STUDENT: Practice dictating the letters required in the following situations. Upon completion of the dictation of each letter, rewind the tape and secure the sheet entitled Dictation Evaluation at the end of this booklet. Evaluate your dictation. If you are unable to check *satisfactory* for each of the items listed, dictate the letter again. When you are satisfied with your dictation on a letter, move on to the next one. Turn the tape in to your instructor for her evaluation.

1. Dictate a letter to Mrs. Jennifer Tanner, Vice President of Southeast National Bank, 1210 Main Street, Spartanburg, South Carolina 29302, thanking her for conducting a tour of the bank for your class and for presenting the program "The Future of Banking."

2. Dictate a letter to Jonathan Saylor, Supervisor of Office Services, Hilldale Construction Company, 601 Forrest Drive, Charleston, South Carolina 29407 asking him to speak to your FBLA Chapter next Thursday at 10 a.m. on the topic "How to Keep a Job." You have planned an hour for his presentation.

3. Dictate a news release to go to the news editor of your local paper(s) announcing an Open House to be held at your school on Tuesday evening, February --, 19--, from 7 to 9 p.m. in observance of National Vocational Education Week. Displays will be set up in each department. Refreshments will be served.

4. Dictate the minutes of your last FBLA Chapter meeting or your class meeting. A copy of the minutes will be sent to your school principal, your faculty adviser and your business teacher.

5. You need a summer job and feel you would like to work in an amusement park. Dictate a letter to Charles Sailor, Personnel Manager, Six Flags Over Georgia, Six Flags Drive, Atlanta, Georgia 30336, requesting an application form and other information which you need to know about working at Six Flags.

6. Dictate a letter to Mrs. Emily Blanto, Word Processing Supervisor, Clayton Manufacturing Company, P. O. Box 64, Camden, South Carolina 29020, thanking her for taking your class through her word processing center.

7. You are the secretary to Tom Hayden of the Smithfield Piano Company. Mr Hayden has asked you to write a letter to Treadle Pianos, Incorporated, requesting their latest catalog. He is interested in adding Treadle Pianos to his stock.

CHECKLIST A

1. Dictated in a normal speaking tone.
2. Dictated at a normal level of sound.
3. Dictated in a relaxed voice.
4. Enunciated words.
5. Indicated by voice inflection the line endings and common punctuation.
6. Paced the dictation evenly (words are not speeded up or run together).
7. Grouped words naturally.
8. Did not use sounds such as uh, err, etc.
9. Kept out distracting noises such as chewing gum, tapping pencil. etc.

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DICTATION EVALUATION

	Satisfactory	Unsatisfactory
1. Positioned beginning of tape correctly before beginning dictation.		
2. Dictated at a normal speaking rate.		
3. Dictated at a normal level of sound.		
4. Identified originator and department, if necessary.		
5. Indicated type of correspondence and date needed.		
6. Indicated special format, carbon copies, and distribution.		
7. Stated all necessary information at beginning of job (inside address, subject).		
8. Spelled proper names or unusual words.		
9. Enunciated words.		
10. Indicated paragraphs and punctuation.		
11. Was courteous to operator.		
12. Indicated by voice inflection the line endings and common punctuation.		
13. Dictated closing information.		
14. Indicated corrections to be made using the proper method for the particular machine.		
15. Dictated special closing instructions such as carbon copy notations and unusual enclosure notations.		
16. Reviewed dictation.		

PART VII: APPENDICES

APPENDIX A

TIPS FOR PROOFREADING

1. Proofread before work is removed from the typewriter.
2. Read the typed copy once for meaning, content, and word accuracy.
3. Use the paper bail as a guide for proofing each line.
4. Proofread backwards. Beginning at the bottom of the page and moving to the top of the page, check each line from *right* to left. Look at each individual word for typos.
5. Read the document out loud. This technique will help you concentrate.
6. Let another person proofread very important documents.
7. If a document is not to be distributed on the day it is typed, proofread it again the next day.

APPENDIX B

PROOFREADERS' MARKS

∧ Insert word	and so ∧ it
Omit word	and ~~so~~ it
.... No, don't omit	and ~~so~~ it
Omit stroke	and so it
Make letter small	And so it
≡ Make a capital	if he is
≡ Make all capitals	I hope so
Move as indicated	and so
Line up, even up	To: John
|| Line up, even up	|| if he is
ss [Use single spacing	ss [and so it
Turn around	ss [in did it so
ds [Use double spacing	ds [and so it
= Insert a hyphen	ds [white hot
5] Indent – spaces	5] if he is
# ∧ Insert a space	and # ∧ so it
⌒ Omit the space	10 a. ⌒ m.
— Underscore this	It may be
Move as shown	it is not
Join to word	the ⌒ port
wad Change word	and ~~if~~ he
o Make into period	to him o
Don't abbreviate	Dr. Judd
Spell it out	1 or 2 if

¶ New paragraph	¶ If he is
V Raise above line	Hale2 says
+ # → More space here	+ # → It may be
— # → Less space here	— # → If she is
2 # 2 linespaces here	2 # It may be

APPENDIX C

THE 100 MOST THREATENING SPELLING WORDS IN THE ORDER OF THEIR "THREAT" TO YOU

1. occasion
2. recommend
3. occurred
4. principal
5. equipped
6. accommodate
7. disappoint
8. possession
9. privilege
10. proceed
11. inconvenience
12. accept
13. business
14. necessary
15. personal
16. receive
17. reference
18. separate
19. their
20. whether
21. questionnaire
22. criticism
23. description
24. effect
25. extension
26. judgment
27. quantity
28. similar
29. undoubtedly
30. height
31. immediately
32. stationery
33. foreign
34. fourth
35. government
36. omitted
37. weather
38. personnel
39. existence
40. analysis
41. across
42. appearance
43. loose
44. pamphlet
45. practical
46. preferred
47. unnecessary
48. affect
49. attendance
50. incidentally
51. apparent
52. calendar
53. professor
54. strictly
55. principle
56. already
57. coming
58. its
59. oblige
60. opportunity
61. original
62. paid
63. probably
64. referred
65. referring
66. there
67. too
68. writing
69. among
70. arrangement
71. practically
72. convenient
73. canceled
74. really
75. using
76. beginning
77. especially
78. volume
79. committee
80. confident
81. difference
82. endeavor
83. explanation
84. except
85. sincerely
86. experience
87. benefited
88. conscientious
89. eligible
90. acquaintance
91. controversy
92. exceed
93. laboratory
94. omission
95. procedure
96. acknowledgment
97. Wednesday
98. guarantee
99. February
100. schedule

THE 100 MOST THREATENING SPELLING WORDS AGAIN. . .ALPHABETICALLY

1. accept
2. accommodate
3. acknowledgment
4. acquaintance
5. across
6. affect
7. already
8. among
9. analysis
10. apparent
11. appearance
12. arrangement
13. attendance
14. beginning
15. benefited
16. business
17. calendar
18. canceled
19. coming
20. committee
21. confident
22. conscientious
23. controversey
24. convenience
25. convenient
26. criticism
27. description
28. difference
29. disappoint
30. effect
31. eligible
32. endeavor
33. equipped
34. especially
35. exceed
36. except
37. existence
38. experience
39. explanation
40. extension
41. February
42. foreign
43. fourth
44. government
45 guarantee
46. height
47. immediately
48. incidentally
49. its
50. judgment
51. laboratory
52. loose
53. necessary
54. oblige
55. occasion
56. occurred
57. omission
58. omitted
59. opportunity
60. original
61. paid
62. pamphlet
63. personal
64. personnel
65. possession
66. practical
67. practically
68. preferred
69. principal
70. principle
71. privilege
72. probably
73. procedure
74. proceed
75. professor
76. quantity
77. questionnaire
78. really
79. receive
80. recommend
81. reference
82. referred
83. referring
84. schedule
85. separate
86. similar
87. sincerely
88. stationery
89. strictly
90. their
91. there
92. too
93. undoubtedly
94. unnecessary
95. using
96. volume
97. weather
98. Wednesday
99. whether
100. writing

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APPENDIX D

The following list includes 200 commonly used business words.

absence
accept
accommodate
accumulate
accurate
acknowledge
adequate
adjourn
adjustment
advertise
aggressive
agreeable
agreement
almost
analysis
annual
apologize
appointment
approximately
aptitude
assignment
attention
attorneys
auditor
authoritative
authorize
available
bankruptcy
beginning
believe
bookkeeper
brochure
bulletin
business
calendar
canceled
cancellation
capacity
catalog
certificate
chargeable
choice
choose
chose
collectible
column
commission
committee
competent
competitive
complete
computer
conference
conscientious
continuous
contract
controlled
convenience
cooperate
cordially
corporation
correspondence
courtesy
credentials
debtor
decision
deductible
deficit
delinquent
depreciation
develop
difference
disappoint
dissatisfied
dividend
economical
efficiency
eliminate
endorsement
enforceable
envelope
environment
equipped
especially
essential
except
experience
extension
extraordinary
facilities
February
financial
flexible
forfeit
freight
fulfill
genuine
government
grateful
grievance
guarantee
harass
hesitant
hindrance
identical
illegible
immediately
imperative
inconvenience
incurred
indispensable
initial
inquiry
interested
interrupt
itemize
itinerary
judgment
knowledge
leisure
license
likelihood
magazine
mailable
maintenance
mandatory
manufacturer
material
measurable
mechanical
memorandum
merchandise
minimum
miscellaneous
necessary
negotiate
notarize
obsolete
occurred
omitted
opportunity
option
original
pamphlet
patience
permanent
permitted
personal
personnel
planning
possession
potential
preferable
premium
privilege
procedure
quantity
questionnaire
receipt
receive
reciprocate
recognize
recommend
reconciliation
reference
reimburse
relieve
reluctant
remittance
representative
responsibility
restaurant
schedule
similar
sincerely
specialize
statement
submitted
substantial
sufficient
summarize
supervisor
throughout
transmitted
truly
unique
unnecessary
urgent
usable
vacancy
valid
valuable
vendor
visualize
waive
Wednesday
withhold
writing
yield
zealous

APPENDIX E

STATE ABBREVIATIONS

Alabama	AL	Missouri	MO
Alaska	AK	Montana	MT
Arizona	AZ	Nebraska	NE
Arkansas	AR	Nevada	NV
California	CA	New Hampshire	NH
Canal Zone	CZ	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
District of Columbia	DC	North Dakota	ND
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Guam	GU	Oregon	OR
Hawaii	HI	Pennsylvania	PA
Idaho	ID	Puerto Rico	PR
Illinois	IL	Rhode Island	RI
Indiana	IN	South Carolina	SC
Iowa	IA	South Dakota	SD
Kansas	KS	Tennessee	TN
Kentucky	KY	Texas	TX
Louisiana	LA	Utah	UT
Maine	ME	Vermont	VT
Maryland	MD	Virgin Islands	VI
Massachusetts	MA	Virginia	VA
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
		Wyoming	WY

APPENDIX F

TRANSCRIBER'S DAILY LOG

TRANSCRIBER _____

DATE	ORIGINATOR	COMPANY	DESCRIPTION OF DOCUMENT (letter/memo)	LINES OF OUTPUT	TIME REQUIRED	GRADE

APPENDIX G

PHONETIC ALPHABET

A	Alice	J	James	S	Samuel
B	Bertha	K	Kate	T	Thomas
C	Charles	L	Lewis	U	Utah
D	David	M	Mary	V	Victor
E	Edward	N	Nellie	W	William
F	Frank	O	Oliver	X	X-ray
G	George	P	Peter	Y	Young
H	Henry	Q	Quaker	Z	Zebra
I	Ida	R	Robert		

APPENDIX H

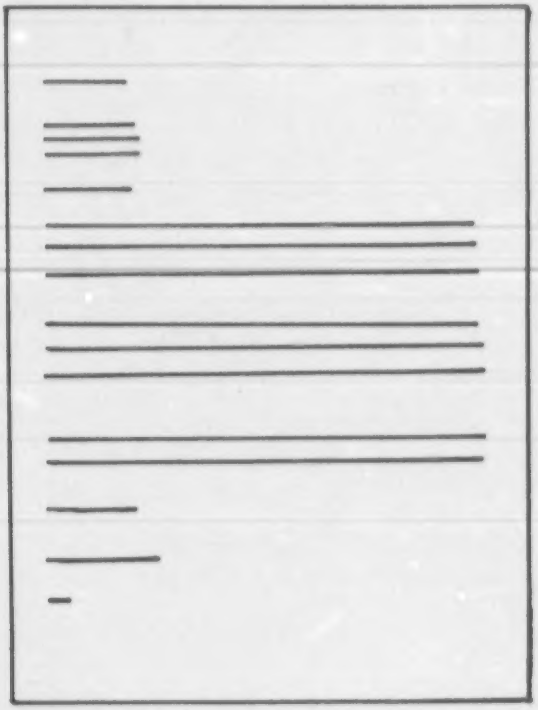
LINE COUNT SHEET

APPENDIX I

EXAMPLES OF FULL BLOCK AND SIMPLIFIED LETTER STYLES

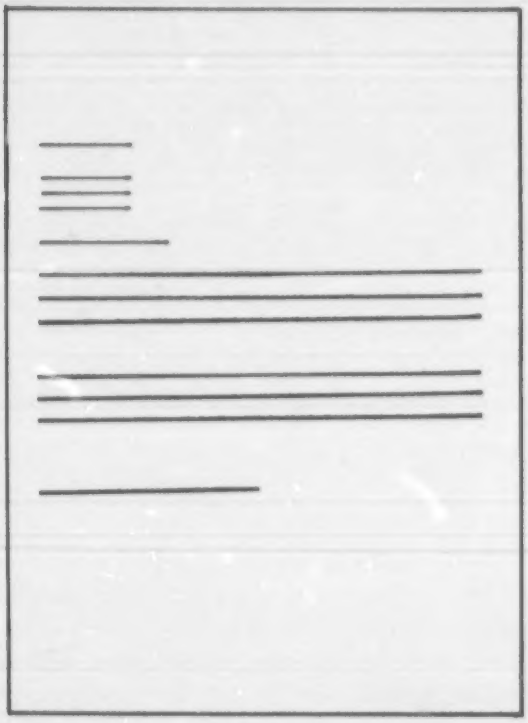
FULL BLOCK STYLE

All typing begins at the left margin.



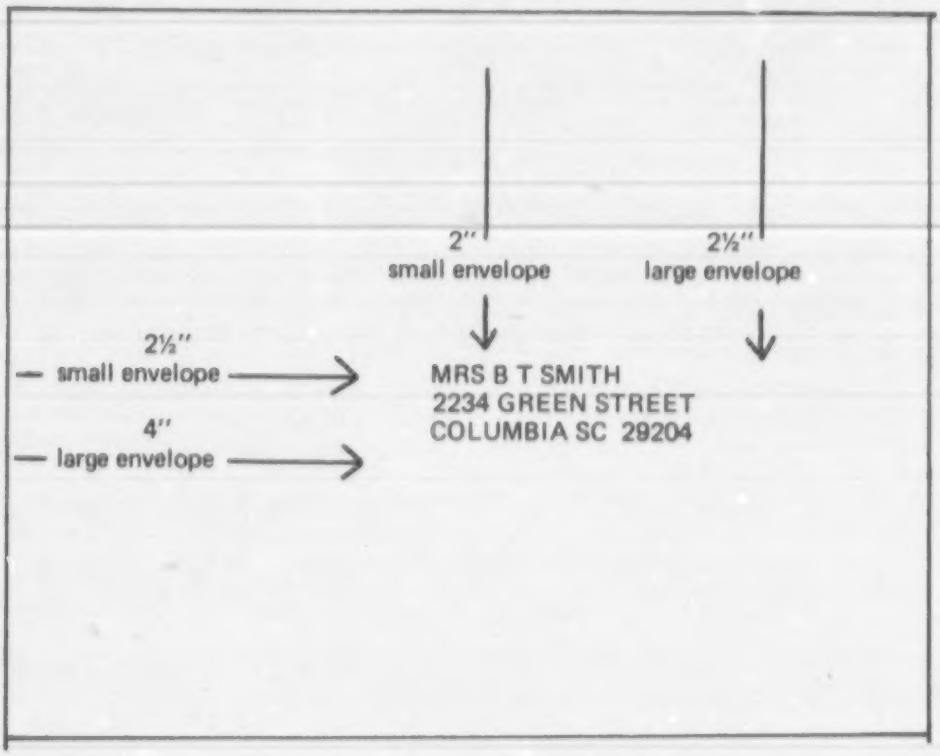
SIMPLIFIED LETTER STYLE

1. All typing begins at the left margin.
2. No salutation is used.
3. Type subject line in place of salutation; leave two blank lines before and after subject line.
4. No complimentary closing.
5. Type name and company in all caps; they may be cited on same line.
6. Leave three to four spaces between body of letter and name.



APPENDIX J

ADDRESSING ENVELOPES



Type address in all caps.

Use no punctuation.

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

April 15, 19--

Mr. John L. Camron
1118 Lady Street
Columbia, SC 29201

Dear Mr. Camron:

Thank you for your inquiry concerning qualified men and women to interview for the vacancies in your programming and accounting departments.

I am enclosing for your confidential review the personal data sheets of six persons seeking employment of this type. Please let me know which of the six applicants you wish to interview. I will then arrange an interview for them with your personnel director.

Our placement fees range from five to fifteen percent. A table listing these fees will be sent upon request.

I look forward to hearing from you, Mr. Camron, concerning our clients.

Sincerely,

Sam T. Williams
Executive Vice President

phc
Enclosure

Transparency No 1A

FULL-BLOCKED OR BLOCK STYLE

DATE LINE

USUALLY 3 BLANK LINES LEFT HERE

INSIDE
ADDRESS

SALUTATION

BODY OF
LETTER

COMPLIMENTARY CLOSING

3 BLANK LINES LEFT HERE

SIGNATURE LINE

REFERENCE
INITIALS

ENCLOSURE NOTATION

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

April 15, 19--

Mr. John L. Camron
1118 Lady Street
Columbia, SC 29201

Dear Mr. Camron:

Thank you for your inquiry concerning qualified men and women to interview for the vacancies in your programming and accounting departments.

I am enclosing for your confidential review the personal data sheets of six persons seeking employment of this type. Please let me know which of the six applicants you wish to interview. I will then arrange an interview for them with your personnel director.

Our placement fees range from five to fifteen percent. A table listing these fees will be sent upon request.

I look forward to hearing from you, Mr. Camron, concerning our clients.

Sincerely yours,

Sam T. Williams
Executive Vice President

phc
Enclosure

Transparency No. 18

BLOCKED OR MODIFIED BLOCK STYLE

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

April 15, 19--

Mr. John L. Camron
1118 Lady Street
Columbia, SC 29201

Dear Mr. Camron:

Thank you for your inquiry concerning qualified men and women to interview for the vacancies in your programming and accounting departments.

I am enclosing for your confidential review the personal data sheets of six persons seeking employment of this type. Please let me know which of the six applicants you wish to interview. I will then arrange an interview for them with your personnel director.

Our placement fees range from five to fifteen percent. A table listing these fees will be sent upon request.

I look forward to hearing from you, Mr. Camron, concerning our clients.

Sincerely,

Sam T. Williams
Executive Vice President

phc
Enclosure

Transparency No. IC

SEMIBLOCKED OR MODIFIED BLOCK STYLE WITH INDENTED PARAGRAPHS

PARAGRAPHS
INDENTED
5 SPACES

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

April 15, 19--

Mr. John L. Camron
1118 Lady Street
Columbia, SC 29201

INQUIRY ABOUT APPLICANTS

Thank you for your inquiry concerning qualified men and women to interview for the vacancies in your programming and accounting departments.

I am enclosing for your confidential review the personal data sheets of six persons seeking employment of this type. Please let me know which of the six applicants you wish to interview. I will then arrange an interview for them with your personnel director.

Our placement fees range from five to fifteen percent. A table listing these fees will be sent upon request.

I look forward to hearing from you, Mr. Camron, concerning our clients.

SAM T. WILLIAMS - EXECUTIVE VICE PRESIDENT

phc
Enclosure

Transparency No. 10

*AMS SIMPLIFIED STYLE

3 BLANK LINES HERE

2 BLANK LINES

2 BLANK LINES

LINES
BLOCKED
AT LEFT
MARGIN

3 BLANK LINES LEFT FOR SIGNATURE

* ADMINISTRATIVE MANAGEMENT SOCIETY

Overlay No 1D

1468 Old Spring Road
Columbia, SC 29205
April 30, 19--

Mr. Sam T. Williams
Executive Personnel, Inc.
1900 Jefferson Place
Columbia, SC 29201

Dear Mr. Williams:

This past spring I graduated from Drayton High School where I successfully completed the stenographic major in the business and office education program. The courses I took at Drayton included Typewriting I and II, Shorthand I and II, Office Procedures and Business English.

While at Drayton I attained a typewriting speed of 57 words per minute with three errors. I also took dictation at 100 words a minute and transcribed with 100 percent accuracy.

Would you please arrange for me to be interviewed for any positions for which I am qualified? I can come for an interview at your convenience.

I shall look forward to hearing from you soon.

Sincerely yours,

Tracy Denise Jones

Transparency No. IIA

PERSONAL BUSINESS LETTER IN FULL-BLOCKED OR BLOCK STYLE

RETURN ADDRESS

ADDRESS BEGINS ON LINE 13

USUALLY 3 BLANK LINES HERE

↑

DATE LINE IS LINE 15

INSIDE ADDRESS

SALUTATION

BODY OF LETTER

COMPLIMENTARY CLOSING

3 BLANK LINES HERE

SIGNATURE LINE

1468 Old Spring Road
Columbia, SC 29205
April 30, 19--

Mr. Sam T. Williams
Executive Personnel, Inc.
1900 Jefferson Place
Columbia, SC 29201

Dear Mr. Williams:

This past spring I graduated from Drayton High School where I successfully completed the stenographic major in the business and office education program. The courses I took at Drayton included Typewriting I and II, Shorthand I and II, Office Procedures and Business English.

While at Drayton, I attained a typewriting speed of 57 words per minute with three errors. I also took dictation at 100 words a minute and transcribed with 100 percent accuracy.

Would you please arrange for me to be interviewed for any positions for which I am qualified? I can come for an interview at your convenience.

I shall look forward to hearing from you soon.

Sincerely yours,

Tracy Denise Jones

PERSONAL BUSINESS LETTER IN MODIFIED BLOCK OR BLOCKED STYLE

Overlay No. 11B

1468 Old Spring Road
Columbia, SC 29205
April 30, 19--

Mr. Sam T. Williams
Executive Personnel, Inc.
1900 Jefferson Place
Columbia, SC 29201

Dear Mr. Williams:

This past spring I graduated from Drayton High School where I successfully completed the stenographic major in the business and office education program. The courses I took at Drayton included Typewriting I and II, Shorthand I and II, Office Procedures and Business English.

While at Drayton, I attained a typewriting speed of 57 words per minute with three errors. I also took dictation at 100 words a minute and transcribed with 100 percent accuracy.

Would you please arrange for me to be interviewed for any positions for which I am qualified? I can come for an interview at your convenience.

I shall look forward to hearing from you soon.

Sincerely yours,

Tracy Denise Jones

Transparency No. IIC

PERSONAL BUSINESS LETTER IN SEMIBLOCKED OR MODIFIED BLOCK STYLE WITH INDENTED PARAGRAPHS

PARAGRAPH
IS INDENTED
5 SPACES

Overlay No IIC

1468 Old Spring Road
Columbia, SC 29205
April 30, 19--

Mr. Sam T. Williams
Executive Personnel, Inc.
1900 Jefferson Place
Columbia, SC 29201

REQUEST FOR JOB INTERVIEW

This past spring I graduated from Drayton High School where I successfully completed the stenographic major in the business and office education program. The courses I took at Drayton included Typewriting I and II, Shorthand I and II, Office Procedures and Business English.

While at Drayton, I attained a typewriting speed of 57 words per minute with three errors. I also took dictation at 100 words a minute and transcribed with 100 percent accuracy.

Would you please arrange for me to be interviewed for any positions for which I am qualified? I can come for an interview at your convenience.

I shall look forward to hearing from you soon.

TRACY DENISE JONES

PERSONAL BUSINESS LETTER IN AMS SIMPLIFIED STYLE*

LINE 13

3 BLANK LINES

2 BLANK LINES

2 BLANK LINES

3 BLANK LINES

*ADMINISTRATIVE MANAGEMENT SOCIETY

Overlay No 11D

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 3, 19--

Mrs. Lois H. Motley
Personnel Supervisor
Diking Mills
Landrum, SC 29356

Dear Mrs. Motley

As you requested, I am enclosing the resumes of six persons who have indicated a desire to be employed in the textile industry. All of these persons will be available for employment about the middle of June.

After you review the resumes, please let me know which of these applicants you would like to see for a personal interview. I shall be happy to arrange a time which will be convenient for you.

Our placement fees range from five to fifteen percent.

May I hear from you soon, Mrs. Motley, concerning our clients?

Cordially yours

Sam T. Williams
Executive Vice President

phc
Enclosures (6)

Transparency No. IIIA

FULL-BLOCKED STYLE OR BLOCK STYLE LETTER WITH OPEN PUNCTUATION

NO MARK OF PUNCTUATION
APPEARS AFTER SALUTATION

NO COMMA APPEARS AFTER
THE COMPLIMENTARY CLOSING

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 3, 19--

Mrs. Lois H. Motley
Personnel Supervisor
Diking Mills
Landrum, SC 29356

Dear Mrs. Motley:

As you requested, I am enclosing the resumes of six persons who have indicated a desire to be employed in the textile industry. All of these persons will be available for employment about the middle of June.

After you review the resumes, please let me know which of these applicants you would like to see for a personal interview. I shall be happy to arrange a time which will be convenient for you.

Our placement fees range from five to fifteen percent.

May I hear from you soon, Mrs. Motley, concerning our clients?

Cordially yours,

Sam T. Williams
Executive Vice President

phc
Enclosures (6)

FULL-BLOCKED OR BLOCK STYLE LETTER
WITH MIXED OR STANDARD PUNCTUATION

COLON AFTER THE SALUTATION

COMMA AFTER
COMPLIMENTARY CLOSING

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 6, 19--

Mr. Wilbur W. Hollander
Job Security Commission
1068 Lincoln Street
Greenville, SC 29608

Dear Mr. Hollander:

Thank you for your recent inquiry concerning the number of clients seeking employment opportunities in the greater metropolitan area. We show an eight percent increase in the number of clients over the past four years.

We anticipate no problems placing these individuals in well-paying positions since all of them possess marketable skills.

As the quotation from the Hale Boulevard Journal indicates, graduates with good skills are finding ready employment.

> "Recent surveys taken by the Gallup Poll of the top 200 industries in the United States indicate that 90 percent of the qualified applicants were hired either in their first, second or third choice of positions."

If we may be of further assistance, please call on us.

Sincerely,

Sam T. Williams
Executive Vice President

phc

Transparency No. IVA

FULL-BLOCKED STYLE OR BLOCK STYLE
BUSINESS LETTER WITH QUOTATION

QUOTATION IS
INDENTED
5 SPACES
FROM
EITHER SIDE

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

May 16, 19--

Mr. James M. Lipscomb, President
Executive Personnel, Inc.
Peachtree Towers
Columbia, SC 29201

Dear Mr. Lipscomb:

In the table below are some pertinent facts which our board of directors may wish to review at their annual meeting on July 1. The figures are indicative of a steady increase in placements for both our secretarial and executive clients.

PLACEMENTS

For Years 1976 - 1980

Year	Secretarial		Executive		Total
	Men	Women	Men	Women	
1976	18	219	189	41	467
1977	20	337	210	46	507
1978	25	259	222	51	557
1979	31	300	287	59	677
1980	39	316	298	73	726
Total	133	1,425	1,206	270	2,934

If you wish additional copies of this table for distribution to board members, please let me know.

Cordially yours,

Sam T. Williams
Executive Vice President

phc

Transparency No. IVB-1

FULL-BLOCKED OR BLOCK STYLE LETTER WITH RULED TABLE

TABLE IS CENTERED HORIZONTALLY ON PAGE

Overlay No. IVB-1

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

May 16, 19--

Mr. James M. Lipscomb, President
Executive Personnel, Inc.
Peachtree Towers
Columbia, SC 29201

Dear Mr. Lipscomb:

In the table below are some pertinent facts which our board of directors may wish to review at their annual meeting on July 1. The figures are indicative of a steady increase in placements for both our secretarial and executive clients.

PLACEMENTS

For Years 1976 - 1980

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1978	25	259	222	51	557
1979	31	300	287	59	677
1980	39	316	298	73	726
Total	133	1,425	1,206	270	2,934

If you wish additional copies of this table for distribution to board members, please let me know.

Cordially yours,

Sam T. Williams
Executive Vice President

phc

Transparency No. IVB-2

FULL-BLOCKED OR BLOCK STYLE LETTER WITH OPEN TABLE

OPEN TABLE
HAS NO
RULED LINES

Overlay No IVB 2

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

May 16, 19--

Mr. James M. Lipscomb, President
Executive Personnel, Inc.
Peachtree Towers
Columbia, SC 29201

Dear Mr. Lipscomb:

In the table below are some pertinent facts which our board of directors may wish to review at their annual meeting on July 1. The figures are indicative of a steady increase in placements for both our secretarial and executive clients.

PLACEMENTS

For Years 1976 - 1980

Year	Secretarial		Executive		Total
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1979	31	300	287	59	677
1980	39	316	298	73	726
Total	133	1,425	1,206	270	2,934

If you wish additional copies of this table for distribution to board members, please let me know.

Sincerely,

Sam T. Williams
Executive Vice President

phc

Transparency No. IVB-3

FULL-BLOCKED OR BLOCK STYLE LETTER WITH BOXED TABLE

BOXED TABLE HAS VERTICAL
AND HORIZONTAL
RULED LINES

Overlay No. IVB-3

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 8, 19--

Mr. James M. Lipscomb, President
Executive Personnel, Inc.
Peachtree Towers
Columbia, SC 29201

Dear Mr. Lipscomb:

Following is a statement listing the main sources of income from the Jefferson Place Branch of Executive Personnel, Inc. for Fiscal Year 1979-80.

INCOME FROM PLACEMENTS

Executive Placements	
July 1, 1979 - December 31, 1979 . .	$ 46,210.18
January 1, 1980 - June 30, 1980 . .	41,060.00
Secretarial Placements	
July 1, 1979 - December 31, 1979 . .	23,119.00
January 1, 1980 - June 30, 1980 . .	22,061.26
Total	$132,450.44

The above figures will become a part of our financial statement to be included with our Annual Report which will be received from the printer soon. A copy will be forwarded to you as soon as possible.

Sincerely yours,

Sam T. Williams
Executive Vice President

phc

Transparency No. IVB-4

FULL-BLOCKED STYLE OR BLOCK STYLE LETTER WITH LEADERS IN TABLE

NUMERALS ALIGN
ON THE RIGHT

FULL-BLOCKED STYLE OR BLOCK STYLE LETTER WITH LEADERS IN TABLE

NUMERALS ALIG
ON THE RIGH

Overlay No. IVB-4

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 6, 19--

Mr. Wilbur W. Hollander
Job Security Commission
1068 Lincoln Street
Greenville, SC 29608

Dear Mr. Hollander:

We have just completed a survey of the persons who were placed in secretarial and executive positions during the past five years. After completing this survey, we reached the following conclusions.

1. Of all male executive placements, 92 percent still remain in the same position. Two percent have received promotions.

2. Of all female executive placements, 90 percent still remain in the same position with five percent having received promotions.

3. Four percent of the female secretarial placements have obtained other employment while two percent have received promotions. Other placements remain in their positions.

4. Of the male secretarial placements, 89 percent remain in the same position; one percent have been promoted while ten percent have obtained other employment.

From this survey, we find that the majority of our placements have found rewarding, satisfying work in the field for which they were trained. We hope your agency will find this data helpful.

Sincerely yours,

Sam T. Williams
Executive Vice President

phc

Transparency No. IVC

FULL-BLOCKED STYLE OR BLOCK STYLE LETTER WITH ENUMERATIONS

ENUMERATED
ITEMS ARE INDENTED
5 SPACES FROM
EITHER SIDE

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

June 10, 19--

CONFIDENTIAL

Diking Mills
Attention Mrs. Lois H. Motley
106 New Hope Drive
Landrum, SC 29356-2334

Ladies and Gentlemen:

EMPLOYMENT APPLICATIONS

Enclosed are employment applications of six persons who have expressed an interest in working for Diking Mills. All six of these applicants have been trained in word processing at Summer Vocational Center.

I will be happy to arrange for these applicants to come for an interview at your convenience. All of them will be available for employment by June 15.

I look forward to hearing from you soon.

Sincerely,

EXECUTIVE PERSONNEL, INC.

Sam T. Williams
Executive Vice President

phc

Enclosures

pc Ms. Sherry Cauthern

Timed writing tests have been administered to the applicants. Results are enclosed.

Transparency No. IVD

LETTER SHOWING SPECIAL FEATURES

SPECIAL NOTATION*

ATTENTION LINE

NINE-DIGIT ZIP CODE

APPROPRIATE SALUTATION WHEN LETTER IS ADDRESSED TO A COMPANY RATHER THAN AN INDIVIDUAL

SUBJECT LINE

COMPLIMENTARY CLOSE

COMPANY NAME

3 BLANK LINES

ORIGINATOR'S NAME
ORIGINATOR'S TITLE

POSTSCRIPT

*A MAILING NOTATION WOULD BE LOCATED IN THIS SAME POSITION

Overlay No 1VD

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 7, 19--

Mrs. Mary O. Ladd
1268 Overly Boulevard
Brunswick, SC 29003

Dear Mrs. Ladd:

Thank you for your recent inquiry concerning placement as a stenographer with one of our affiliates. I shall be happy to arrange an interview for you. Please complete and return the enclosed application.

As soon as I receive the completed application form, I shall arrange an appointment.

Cordially yours,

Sam T. Williams
Executive Vice President

phc
Enclosure

Transparency No VA

SHORT LETTER IN FULL-BLOCKED OR BLOCK STYLE

DATE LINE IS LINE 15

LEAVE FROM 3 TO 8 BLANK LINES HERE
DEPENDING UPON HOW SHORT THE LETTER IS

3 BLANK LINES HERE

Overlay No VA

SHORT LETTER IN FULL-BLOCKED OR BLOCK STYLE

DATE LINE IS LINE 15

LEAVE FROM 3 TO 8 BLANK LINES HERE
DEPENDING UPON HOW SHORT THE LETTER IS

3 BLANK LINES HERE

Overlay No VA

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

April 10, 19--

Ms. Jane T. Smith
1113 Meadowbrook Drive
Orangeburg, SC 29083

Dear Ms. Smith:

Thank you for your letter regarding the requirements and training necessary for the position of an executive administrative assistant with our company.

Persons who are employed in this position are high school graduates with a background in business and office education. Since we have many departments, some of our employees have been trained in the stenographic, clerical, accounting and data processing fields.

For the clerical field in which you indicated an interest, our employees must be proficient in typing with a minimum speed of 60 words a minute. They must be able to operate the electronic calculator, copier, executive typewriter, transcriber and, in some instances, the automatic typewriter.

If you wish to come for an interview, you should call Mr. Ian Hanahan who is our personnel director. He will be happy to discuss the job opportunities which our company offers. His telephone number is 787-2610.

Sincerely yours,

Sam T. Williams
Executive Vice President

phc

Transparency No. VB

AVERAGE LENGTH LETTER IN FULL-BLOCKED OR BLOCK STYLE

DATE IS ON LINE 15

3 BLANK LINES HERE

3 BLANK LINES HERE

BODY OF THIS LETTER HAS APPROXIMATELY 180 WORDS

Overlay No VB

CAMRON & ASSOCIATES
1118 Lady Street, Columbia, SC 29201

April 17, 19--

Mr. Sam T. Williams
Executive Vice President
Executive Personnel, Inc.
1900 Jefferson Place
Columbia, SC 29201

Dear Mr. Williams:

We would like to invite you to attend a seminar which we have planned for business and industrial leaders in five southern states. The seminar will feature consultants in the communications and data processing fields.

Ms. Sarah M. Lipscomb will be the featured speaker in the communications area. She is a noted authority in technical as well as business communications. Ms. Lipscomb has planned a sound slide program depicting the progress made in communications in the past 50 years and projecting some of the changes business and industrial leaders may expect in the next ten to twenty years. I am sure you will find her sessions most informative.

Our company has asked Dr. Sully Prestipino to conduct three two-hour sessions giving information on the newest equipment and methods used in the data processing field. Dr. Prestipino holds a Ph.D. in data processing and has been a consultant for many firms to design data processing applications for various types of industries.

The two-day seminar will be held at the Hotel Arriba, Hilton Head, South Carolina. Registration will be from 2:00 until 4:00 p.m. on Thursday, May 23. A registration fee of $16 must be returned with the registration form which is enclosed.

Accommodations at the Hotel Arriba are $38 for a single and $48 for a double room. A deposit of $20 is requested to hold your reservation.

We look forward to having you and your colleagues join us for this seminar. We are confident it will be beneficial to you.

Cordially yours,

John L. Camron

phc
Enclosures (2)

Transparency No. VC

LONG LETTER IN FULL-BLOCKED OR BLOCK STYLE

DATE IS ON LINE 13

3 BLANK LINES LEFT HERE

3 BLANK LINES HERE

Overlay No. VC

CAMRON & ASSOCIATES
1118 Lady Street, Columbia, SC 29201

April 17, 19--

Mr. Gilmore T. Harris, Director
Standard Loan Association
Grey Boulevard
Columbia, SC 29210

Dear Mr. Harris:

We would like to invite you to attend any of the three seminars which we have planned for business and industrial leaders in South Carolina and Georgia. The seminars will feature consultants in the communications, data processing and word processing fields.

Ms. Sarah Paris will be the featured speaker in the communications area. She is a noted authority in technical as well as business communications. Ms. Paris has planned a sound slide program depicting the progress made in communications in the past 50 years and projecting some of the changes business and industrial leaders may expect in the next ten to twenty years. I am sure you will find her sessions most informative. The sessions on communications will be held on Wednesday, May 22.

Our company has asked Dr. Sully Prestipino to conduct three two-hour sessions giving information on the newest equipment and methods used in the data processing field. Dr. Prestipino holds a Ph.D. in data processing and has been a consultant for many firms to design data processing applications for various types of industries.

Dr. Julia C. Chatien who has worked in a supervisory and technical capacity in the word processing department of Lance Industrial Company will be the featured consultant for the word processing seminar. Since she has had considerable experience in this field, she should be able to answer questions you may have about your own word processing department.

The three-day seminar will be held at the Montcliff Hotel, Atlanta, Georgia. Registration will be from 2:00 until 4:00 p.m. on Tuesday, May 21. A registration fee of $16 must be returned with the registration form which is enclosed.

Transparency No. VD

FIRST PAGE OF A TWO-PAGE LETTER IN FULL-BLOCKED OR BLOCK STYLE

LINE 15

3 BLANK LINES

LEAVE A BOTTOM MARGIN OF AT LEAST ONE INCH

Accommodations at the Montcliff Hotel are $38 for a single and $46 for a double room. A deposit of $20 is requested to hold your reservation.

We look forward to having you and your colleagues join us for these seminars. We are confident that they will be beneficial to you.

Sincerely yours,

John L. Camron

phc
Enclosures (2)

SECOND PAGE OF A TWO-PAGE LETTER IN FULL-BLOCKED OR BLOCK STYLE - HORIZONTAL HEADING

LINE 7

LINE 10

Accommodations at the Montcliff Hotel are $38 for a single and $46 for a double room. A deposit of $20 is requested to hold your reservation.

We look forward to having you and your colleagues join us for these seminars. We are confident that they will be beneficial to you.

Sincerely yours,

John L. Camron

phc
Enclosures (2)

Transparency No. VE-2

SECOND PAGE OF A TWO-PAGE LETTER IN FULL-BLOCKED OR BLOCK STYLE — VERTICAL HEADING

LINE 7

LINE 12

Overlay No. VE-2

EXECUTIVE PERSONNEL INC.

1900 JEFFERSON PLACE COLUMBIA, SC 29201

January 6, 19--

Mr. Wilbur W. Hollander
Job Security Commission
1068 Lincoln Street
Greenville, SC 29608

Dear Mr. Hollander:

Thank you for your recent inquiry concerning the number of clients we have seeking employment opportunities in the greater metropolitan area. We show an eight percent increase in the number of clients over the past four years.

We anticipate no problems placing these individuals in well-paying positions since all of them possess marketable skills.

As the quotation from the Hale Boulevard Journal indicates, graduates with good skills are finding ready employment.

> "Recent surveys taken by the Gallup Poll of the top 200 industries in the United States indicate that 90 percent of the qualified applicants were hired either in their first, second or third choice of positions."

If we may be of further assistance, please call on us.

Sincerely,

Sam T. Williams
Executive Vice President

phc

Transparency No. VIA

MODIFIED BLOCK STYLE OR BLOCKED STYLE BUSINESS LETTER SHOWING CORRECT CARBON COPY NOTATION ON OVERLAYS

CARBON COPY NOTATION IS TYPED ON THE LINE FOLLOWING THE REFERENCE INITIALS

Overlay No. VIA-1

CC Howell Teal

cc Howell Teal

Copy to Howell Teal

pc Howell Teal

or

xc Howell Teal

or

c Howell Teal

MODIFIED BLOCK STYLE LETTER WITH BLIND CARBON COPY NOTATION TYPED ON CARBON COPY DIRECTLY AFTER REFERENCE INITIALS

BCC Mr. James M. Lipscomb

Overlay No. VIB-1

MODIFIED BLOCK STYLE LETTER WITH BLIND CARBON COPY NOTATION TYPED ON CARBON COPY ON LINE 7 AT LEFT MARGIN

BCC Mr. James M. Lipscomb

John L. Camron
1118 Lady Street
Columbia, SC 29201

Mrs. Glenda Burkamp
1607 Ridge Road
Hoffman Estates, IL 62507

CLEMSON BUSINESS OFFICE
2222 College Avenue
Clemson, South Carolina 29631

Mrs. Glenda Burkamp
1607 Ridge Road
Hoffman Estates, IL 62507

Transparency No. VIIA

SMALL ENVELOPE WITH TYPED RETURN ADDRESS

LINE 3
½ INCH
FROM LEFT EDGE

LINE 12, 2 OR 2½ INCHES
FROM LEFT EDGE

SMALL ENVELOPE WITH PRINTED RETURN ADDRESS

LINE 12, 2 OR 2½ INCHES
FROM LEFT EDGE

Overlay No. VIIA

STATE DEPARTMENT OF EDUCATION
RUTLEDGE OFFICE BUILDING
COLUMBIA, S. C. 29201

Mrs. Glenda Burkamp
1607 Ridge Road
Hoffman Estates, IL 62507

Transparency No. VIIB

LARGE ENVELOPE WITH PRINTED RETURN ADDRESS

LINE 14. 4 INCHES FROM EDGE

TWO-LETTER ABBREVIATION FOR STATE

Overlay No. VIIIB

152

John L. Camron
1118 Lady Street
Columbia, SC 29201

Mrs. Glenda Burkamp
1607 Ridge Road
Hoffman Estates, IL 62507

Transparency No VIIC

POSTAL CARD

LINE 3, ½ INCH
FROM LEFT EDGE

LINE 12, 2 OR 2½ INCHES
FROM LEFT EDGE

PLACEMENT FOR A POSTAL CARD IS THE SAME AS FOR A SMALL ENVELOPE

John L. Camron
1118 Lady Street
Columbia, SC 29201

CONFIDENTIAL

Mrs. Glenda Burkamp
1607 Ridge Road
Hoffman Estates, Il 62507

LARGE ENVELOPE WITH TYPED RETURN ADDRESS AND "ON ARRIVAL" DIRECTION

RETURN ADDRESS BEGINS ON LINE 3, ½ INCH FROM LEFT EDGE

LINE 9, ½ INCH FROM LEFT EDGE

LINE 14, 4 INCHES FROM LEFT EDGE

STATE DEPARTMENT OF EDUCATION
RUTLEDGE OFFICE BUILDING
COLUMBIA S C 29201

REGISTERED

Mrs. Glenda Burkamp
1607 Ridge Road
Hoffman Estates, IL 62507

Transparency No. VIID-2

LARGE ENVELOPE WITH PRINTED RETURN ADDRESS WITH MAILING NOTATION

LINE 9 APPROXIMATELY ½ INCH FROM RIGHT EDGE OF ENVELOPE

Overlay No VIID-2

Alabama
Alaska
Arizona
Arkansas
California
Canal Zone
Colorado
Connecticut
Delaware
District of Columbia
Florida
Georgia
Guam
Hawaii
Idaho
Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Oregon
Pennsylvania
Puerto Rico
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virginia
Virgin Islands
Washington
West Virginia
Wisconsin
Wyoming

TWO-LETTER STATE ABBREVIATIONS

AL	MT
AK	NB
AZ	NV
AR	NH
CA	NJ
CZ	NM
CO	NY
CT	NC
DE	ND
DC	OH
FL	OK
GA	OR
GU	PA
HI	PR
ID	RI
IL	SC
IN	SD
IA	TN
KS	TX
KY	UT
LA	VT
ME	VA
MD	VI
MA	WA
MI	WV
MN	WI
MS	WY
MO	

CONSUMER AFFAIRS AGENCY

WASHINGTON DC 30406

April 10, 19--

SSCA

Consumer Protection

Director, Consumer Protection Division
1868 George Washington Boulevard
Washington, DC 93846

A copy of this letter is being sent to all state consumer protection agencies in the United States to make them aware of the new policies for reporting defective merchandise and goods.

The new regulations cited below will become effective July 1.

a. The head of each state agency will be responsible for inspecting and reporting on the use of the new consumer regulations.

b. If any defective products are found, the agent must notify the merchants in writing giving specific details of items defective.

c. A reinspection must be made after 30 days to determine if defective items have been removed from stock.

d. If items remain on shelf or in stock, the state agent must make a written report to the merchant informing him of penalties for housing defective items.

TERRENCE DERRICK
Consumer Affairs

Transparency No VIIIA

GOVERNMENT LETTER TYPED ON 8 X 10½ INCH STATIONERY

DATE
REPLY TO
SUBJECT

USE ONE INCH TOP AND SIDE MARGINS

2 BLANK LINES

INSIDE ADDRESS

BODY
OF
LETTER

3 BLANK LINES

ENUMERATED ITEMS ARE INDENTED 4 SPACES
SECOND LINE OF ENUMERATED ITEMS BEGINS AT LEFT MARGIN

THERE IS NO SALUTATION AND COMPLIMENTARY CLOSING

Overlay No. VIIIA

EXECUTIVE PERSONNEL INC.
1900 JEFFERSON PLACE COLUMBIA SC 29201

January 22, 19--

Ms. Courtney Truesdale
Route 6, Box 482
Saluda, SC 29138

Dear Ms. Truesdale:

Congratulations on your recent graduation from Montego State University. Your degree in accounting will open the door to a bright future.

Enclosed is the application blank you requested. Please complete it and return to us as soon as possible. We shall be happy to arrange an interview for you.

Sincerely yours,

Sam T. Williams
Executive Vice President

phc
Enclosure

BLOCK OR FULL-BLOCKED LETTER TYPED ON BARONIAL STATIONERY (5½ X 8½ INCHES)

LINE 12

INSIDE ADDRESS BEGINS ON LINE 16

BODY OF LETTER

A FOUR-INCH LINE IS USED FOR LETTER TYPED ON BARONIAL STATIONERY

Overlay No. VIIIB

walker freeman community college

26 INDEPENDENCE BLVD.
CHARLOTTE, N.C. 30621

January 19, 19--

Mr. Franklin B. Lamb
General Chemical Corporation
Selma, TX 36104

Dear Mr. Lamb:

Thank you for your recent inquiry concerning graduates in the electronics and chemical engineering fields. Our school offers programs in both areas.

In the electronics area, we expect to graduate thirteen young men and women this spring. Several have indicated an interest in locating in the Dallas area.

Twenty men and women will complete their studies for a degree in chemical engineering. Because of the rapid development of new industries, we anticipate no problems in placing these students.

Our placement director will be happy to arrange for any of our seniors who may be interested in working for your company to meet with you. Just let me know when you plan to be in our area; I shall then arrange a location for your interviewing.

Cordially yours,

Rebecca K. Craft, Director
Student Services

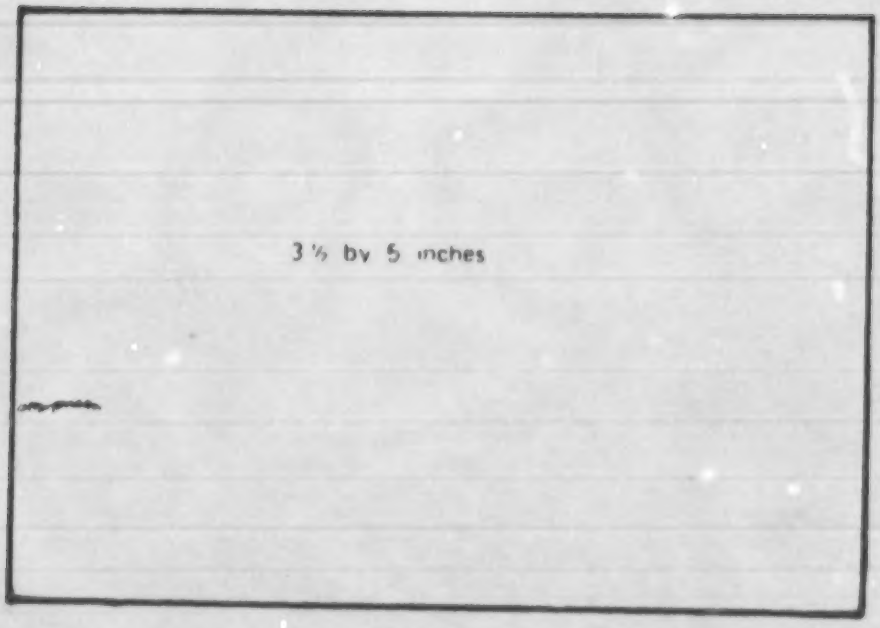
phc

Transparency No. VIIIC

MODIFIED BLOCK STYLE OR BLOCKED STYLE LETTER ON UNUSUAL LETTERHEAD

LINE 15

SET MARGINS IN ORDER THAT LETTER
WILL BE CENTERED ON THE WRITING
LINE OF THE STATIONERY.



Transparency No IXA

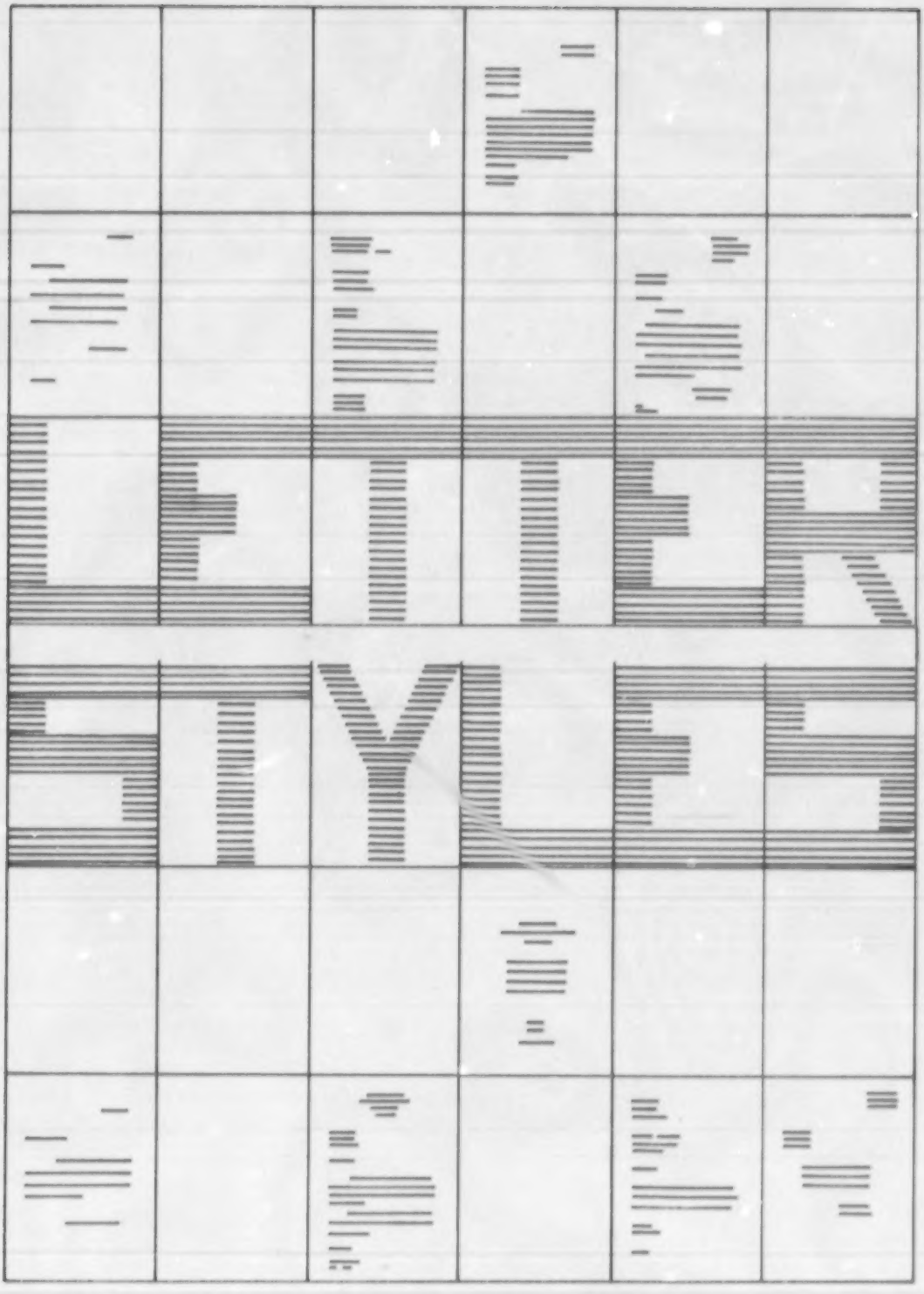
BLOCKED FORMAT FOR ADDRESSING ENVELOPES AND THE NINE–DIGIT ZIP CODE

CONFIDENTIAL

AIRMAIL

WEARING SMITH & ASSOCIATES
ATTN MR MATTHEWS FULLER
1578 GRACE ROAD
WHITE PLAINS NY 10467–1578

Transparency No. IXB



SOUTH CAROLINA DEPARTMENT OF EDUCATION

LETTER STYLES

Instructor's Manual and Transparencies

Materials Developed By
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South Carolina Department of Education
Office of Vocational Education
Vocational Curriculum Development Section
Columbia, SC 29201

1982

SOUTH CAROLINA DEPARTMENT OF EDUCATION

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Columbia, South Carolina 29201

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INTRODUCTION

Business persons aim for perfection in their communications; for in large measure the success of their career depends on it. In letters produced by skillful business staff certain characteristics are obvious to the reader.

- Attractive design
- Well-thought-out content
- Smooth, coherent organization
- Correct use of grammar and punctuation
- Appropriate language

Teaching the various styles of letters is an important factor toward ensuring a student's success in a business career. This instructor's manual is divided into nine sections. Accompanying each section is a set of transparencies to make learning easier through visual reinforcement.

The transparencies may be used not only for purposes of instruction, but also for testing situations. For this reason overlays which may be used for instruction and then removed for testing have been prepared.

The names used by South-Western and Gregg textbooks for the various styles have been adopted in this set of transparencies. The instructor may wish to underline with a felt-tip pen the name which (s)he prefers for the students' use.

The word count in the body of the letters has been used to determine the space line. If word processing procedures are being followed, the instructor may opt for using a six-inch line.

Completed study of *Letter Styles* should provide the student with sufficient information to enable him/her to adjust to the requirements of most businesses. While the emphasis in this set of materials is on *style*, the instructor may wish also to incorporate tips on preparation of sound letter *content*.

I. BASIC STYLES OF BUSINESS LETTERS

The four basic letter styles used in business today are: (1) full-blocked or block style; (2) blocked or modified block with blocked paragraphs style; (3) semiblocked or modified block with indented paragraphs style; and (4) Administrative Management Society (AMS) simplified style. Some businesses set rigid standards for use by the typist, while others may leave the choice of letter style to the secretary or typist. Many companies include additional items, such as reference lines or the company signature, depending upon the particular needs of the company. Once students have learned the basic styles, they will be able to adapt readily to any variation used by the companies who employ them.

IA. Full-Blocked or Block Style

More details will be presented for Overlay IA than for the succeeding overlays. The students must realize, of course, that the other business letters have the same parts as cited for letter IA.

This style letter is the easiest and quickest to type because all lines are blocked at the left margin. The typist does not have to set any tab stops for this style.

- The date line for an average length letter is usually typed on line fifteen. More information on moving the date line up or down will be given in Section V.
- Three blank lines are usually left between the date and the inside address.
- One blank line is left between the inside address and the salutation.
- One blank line is left between the salutation and the body of the letter. The paragraphs are single spaced with a double space between paragraphs.
- One blank line is allowed between the body of the letter and the complimentary closing. Usually three blank lines are left between the complimentary closing and the signature. If the person writing the letter did not type it, the typist's reference initials are typed a double space below the signature at the left margin.
- If an enclosure notation is needed, it is typed a double space below the typist's reference initials. Some authors prefer to single space reference initials, enclosure notations, and company notations. Other authors double space these items. Both ways are acceptable; however, the typist should be consistent.

Letter IA is average in length and uses the correct space line for letters of average length. (See Gregg, Typing I, Series Six, page 86 and page 182 or South-Western, Century 21 Typewriting, Second Edition, Complete Course, page 148 for line length to be used for short, average, or long letters.)

IB. Blocked or Modified Block Style

This style letter is used by many businesses because it is an attractive letter style and can be easily typed with only one tab stop.

- The date line, complimentary closing, and signature lines are typed at the center when using this style.
- The inside address, salutation, reference initials, enclosure notations, and copy notations are typed at the left margin.
- The same number of blank lines should be left among the various parts of the letter as allowed in the full-blocked style.

1C. Semiblocked or Modified Block Style with Indented Paragraphs

This style is the same as 1B with one exception: the first line of each paragraph is indented five spaces. This letter has a pleasing appearance and can be easily typed because it requires only two tab stops.

1D. Administrative Management Society Simplified Style (AMS)

- The style letter advocated by the Administrative Management Society (AMS) is a simplified style which eliminates the salutation and complimentary closing.
- All lines are blocked at the left margin.
- The date line is usually typed on line fifteen or a double space below the letterhead (if one is used).
- The inside address is typed three lines below the date.
- Between the inside address and the subject line, leave two blank lines.
- A subject line is always included in the AMS simplified style and is typed in all capital letters. Leave two blank lines after the subject line.
- Paragraphs are single spaced, but a double space should be used between paragraphs.
- The name and title of the writer of the letter is typed in all capital letters at least three blank lines below the body of the letter leaving space for the signature.
- Reference initials are typed a double space below the writer's name and title.

II. BASIC STYLES OF PERSONAL BUSINESS LETTERS

Many times an individual needs to write a letter to a business person, company, school or corporation. These letters are called personal business letters and are similar in style to business letters except that the letters are not typed on company stationery and must include a typewritten return address. Individuals must remember that a letter gives the first impression of a person; therefore, it must be neat and contain no errors.

IIA. Personal Business Letter in Full-Blocked or Block Style

In this style all lines are blocked at the left margin. The return address is begun on line thirteen. Usually four to six blank lines are left below the return address, depending upon the length of the letter.

IIB. Personal Business Letter in Modified Block or Blocked Style

The personal business letter begins with the return address typed on line thirteen at the center. The complimentary closing and signature lines are typed at the center. All other lines are blocked at the left margin. Since the person writing a personal business letter also types it, no need for reference initials exists.

IIC. Personal Business Letter in Semiblocked or Modified Block Style with Indented Paragraphs

This style is similar to the style shown in IIB except that the paragraphs are indented five spaces.

IID. Personal Business Letter in Administrative Management Society (AMS) Simplified Style

The AMS simplified letter style may be used for personal business letters as well as formal business letters. It follows the same format as the AMS style explained in ID. The return address should begin on line thirteen. Since the person writing the letter would probably type it, no reference initials would be needed. If an enclosure or copy notation is necessary, it is typed a double space below the signature line and blocked at the left margin. The enclosure notation precedes the copy notation.

III. PUNCTUATION

The two styles of punctuation regulariy used in business letters are open and mixed. Both styles are acceptable for use in business settings.

IIIA. Full-Blocked or Block Style Letter with Open Punctuation

Open punctuation may be used with the letter styles shown in IA–IC. No punctuation is typed after the salutation or the complimentary closing.

IIIB. Full-Blocked or Block Style Letter with Mixed or Standard Punctuation

A colon is typed after the salutation and a comma is typed after the complimentary closing.

IV. LETTER STYLES WITH VARIOUS INSERTIONS

For various reasons sometimes quoted material or short tables must be incorporated within a letter. If the quoted material or tables are very long, the material should be typed on a separate page. The following letters are samples showing the incorporation of quoted material and tables.

IVA. Full-Blocked Style or Block Style Business Letter with Quotation

A short quotation is indented five spaces from both left and right margins. In all other ways the letter is typed as a letter would usually be typed.

IVB-1. Full-Blocked or Block Style Letter with Ruled Table
IVB-2. Full-Blocked or Block Style Letter with Open Table
IVB-3. Full-Blocked or Block Style Letter with Boxed Table

The letter which is to include a short table is typed as usual. The table is arranged in ruled, open, or boxed form and does not extend outside the margins set for the letter. The heading is typed in all capital letters; the subheading is typed in small letters with the first letters of words capitalized. The usual procedure for typing the three types of tables is followed. A longer length line is used to allow for the extra space needed for the table. (For example, a short letter is treated as an average letter if it has tables, quoted material, or enumerations.)

IVB-4. Full-Blocked Style or Block Style Letter with Leaders in Table

The letter used in this example has a short table incorporated in the body. The table is arranged so that it does not extend beyond the left and right margins. Leaders should be typed on either odd or even spaces. Figures should align on the right; words in the table should align on the left.

IVC. Full-Blocked Style or Block Style Letter with Enumerations

This style shows a letter with several enumerated items. If many enumerated items are included, the letter could be a two-page letter. The enumerated items are indented five spaces from the left and right margins.

IVD. Letter Showing Special Features

- Mailing and Special Notations
- Attention Line
- Subject Line
- Company Name
- Postscript
- Nine-Digit Zip Code

Special features are needed on many letters. Although all of the above features probably will not be used on any one letter, the placement of the item would remain the same as shown on the sample letter. Consult your text and reference manuals for alternate ways of placing the special features.

V. LETTERS BY LENGTH

Many times letters must be exceptionally short or exceptionally long. Short and long letters may be written in any of the styles presented in Section I.

Since authors vary on the exact number of words which compose a short, average, or long letter, please have your students refer to the following references for additional information: Gregg, Typing I, Series Six, page 86 or South-Western, Century 21 Typewriting, First-Year Course or Complete Course, page 148.

VA. Short Letter in Full-Blocked or Block Style

Short letters use a four-inch line (elite-50 spaces, pica-40 spaces). The date line may be typed as low as line eighteen or twenty; extra blank lines may be left between the date and the inside address to center the letter on the page. Some authors prefer to leave extra blank lines (as many as five) between the complimentary closing and the signature line to help balance the letter. Whether or not to leave extra space between date and inside address or complimentary closing and signature line is a matter of personal preference. The important guideline to remember is that a letter should look like a picture well placed in its frame. The letter should not be on the upper half of the sheet of paper, nor should it be near the bottom of the sheet. Some companies with word processing centers have adopted a standard six-inch line to be used with all letters regardless of the length.

VB. Average Length Letter in Full-Blocked or Block Style

An average letter usually has between 100 and 200 words. The letter is typed on a five-inch line (elite-60 spaces, pica-50 spaces). The date line is usually typed on line fifteen with three blank lines between the date and inside address.

VC. Long Letter in Full-Blocked or Block Style

A long letter has over 200 words in the body of the letter or includes a table, enumerations, or other displays that will require extra line spaces. A long letter should be typed on a six-inch line (elite-70 spaces, pica-60 spaces). The date line should begin on line fifteen. Closing lines, reference initials, and enclosure notations should be allowed their normal spacing.

VD. First Page of a Two-Page Letter in Full-Blocked or Block Style

A two-page letter is one that is too long to fit on one page. The bottom margin should be at least one inch, but can be two inches. A six-inch line is used for both pages. If a paragraph must be divided, at least two lines of a paragraph must be typed on page one and at least two lines carried over to the top of page two.

VE. Vertical and Horizontal Headings for Second Page of a Two-Page Letter

The heading for the second page may be in the vertical or horizontal arrangement. Examples are shown on the two transparencies, VE-1 and VE-2. The heading starts on line seven and a triple space follows the heading.

VI. LETTERS WITH COPY AND BLIND COPY NOTATIONS

VIA. Acceptable Copy Notations

In most offices at least one copy is made of all correspondence. This copy is kept in the file for future reference. If other persons are to receive copies, additional copies are made. Notations to the persons who are to receive copies are made at the bottom of the letter by such notations as "copy to," "cc," "pc," etc. The transparencies show acceptable ways of making these notations.

CC Howell Teal
cc Howell Teal
Copy to Howell Teal

pc Howell Teal
xc Howell Teal
c Howell Teal

These three notations indicate that a copy is being sent to Howell Teal; it may be some type of photocopy rather than a carbon copy.

When copies are sent to more than one individual, a check mark is placed by the name of the person. The secretary should be certain that the name on the envelope and the name checked are the same. See the example below.

pc John Smith
James Sullivan
✓Howell Teal

VIB. Blind Copy Notations

Occasionally a copy of a letter needs to be sent to someone else without the recipient's knowledge that a copy has been sent. In this case a blind copy notation would be made on the file copy and the copy which is being sent to a third person. Shown on the transparencies are two acceptable methods of making blind copy notations. One way is to type the blind carbon copy notation on line seven at the left margin after the original has been removed from the machine. Both of the above ways are correct; the students should remember to be consistent with the method they choose to use.

VII. ADDRESSING ENVELOPES

Since typists, receptionists, and secretaries type many envelopes, they should learn the placement for the address and be able to type envelope addresses quickly. Authors vary on the exact location of the address on envelopes. See South-Western, Century 21 Typewriting, page 85 or Gregg, Typing I, Series Six, page 110 for variations.

VIIA. Small Envelope

The return address for a small envelope is typed on line three, five or six spaces from the left edge with all lines blocked.

The addressee's name and address should be typed on line twelve, two or two and one-half inches from the left edge.

Some small envelopes may have a printed return address. If they do, only the addressee's name and address would need to be typed in all capital letters.

VIIB. Large Envelope

If a large envelope with a printed return address is used, only the addressee's name and address need to be typed. It would be typed four inches from the left edge on line fourteen, about 45 spaces from the left edge of the envelope.

VIIC. Postal Card

The same directions for typing a small envelope would also apply to the postal card. If a company plans to accomplish a great deal of correspondence using postal cards, usually a return address will be printed on the card.

VIID-1 Envelope with On-Arrival or Addressee Notations

On-arrival or addressee notations such as "Hold for Arrival", "Personal", or "Confidential" can be typed on line nine in all capital letters and blocked one-half inch from the left edge of the envelope. These notations can also be typed in capital and small letters, underscored, and placed four or five spaces from the left edge of the envelope.

VIID-2 Large Envelope with Mailing Notation

Mailing notations are to be typed in all capital letters on line eight or nine below the stamp position ending five spaces from the right edge. The mailing notation should be at least three line spaces above the addressee's address. These notations are for postal use such as REGISTERED MAIL and SPECIAL DELIVERY.

VIIE. Two-Letter State Abbreviations

All business and office education teachers, students, business managers and secretaries should familiarize themselves with the two-letter state abbreviations. The U.S. Postal Service prefers the use of the two-letter state abbreviations suggested by them.

After the two-letter abbreviation is the ZIP Code, which is typed one space after the state abbreviation. One space between the state and ZIP Code is shown on the transparencies. When a nine-digit code is used, two spaces are used between the two-letter state abbreviation and the ZIP Code.

VIII. SPECIAL–SIZE STATIONERY

In working for various companies, the business and office education student will have occasion to use various sizes of paper, styles of letterhead, and formats for letters. A company may have a certain style for its correspondence. Government agencies use stationery which measures 8 x 10½ inches instead of 8½ x 11 inches, the size to which the student is accustomed. Some businesses use unusual letterheads, etc. The typist and secretary must be able to adapt to the practices of government agencies or companies. Typists and secretaries must be able to display good judgment when arranging a letter on unusual letterhead, for instance. The following samples show some possible variations.

VIIIA. Letter on Government Stationery

Government agencies, civil service branches and military departments use stationery which measures 8 x 10½ inches. One format for typing a letter from a government agency is shown. A one-inch margin is shown on both sides and the top.

VIIIB. Block or Full-Blocked Letter Typed on Baronial Stationery

- Baronial stationery is the same size as an 8½ x 11 sheet folded; its dimensions are 5½ x 8½. Any of the styles shown in Section I may be used on the baronial stationery with these changes.
- The date is typed on line twelve and three blank lines are left between the date and the inside address.
- A four-inch line is used.
- Closing lines have the same spacing as a regular size letter.

VIIIC. Unusual Letterhead

With an unusual letterhead the letter should be centered on the writing area of the paper. The date line will usually begin on line fifteen.

IX. MAILING INFORMATION

IXA. Mailing Information

The U.S. Postal Service has specified minimum size limitations for letters and cards. Letters and cards must be at least .007 inch thick, 3½ inches wide and 5 inches long. Pieces of mail less than these dimensions are not mailable.

Priority mail is first-class mail which weighs over 12 ounces. A surcharge is levied on first-class mail weighing one ounce or less and on pieces of mail exceeding 6 1/8 inches high or 11½ inches long or mail which is ¼ inch thick. Machine processing is easier when mail is uniform in size. The surcharge pays for hand processing which is necessary when pieces of mail are not uniform size.

IXB. Blocked Format for Addressing Envelopes and the Nine-Digit ZIP Code

The Postal Service can sort and deliver mail with greater speed and accuracy if letters are addressed appropriately for optical character recognition. Addressing business mail in a manner that is compatible with the format the computer can read is helpful. In the brochure, *Addressing for Optical Character Recognition,* the U.S. Postal Service states several guidelines.

- The entire address should be located within an imaginary rectangle on the front of the piece of mail. The destination address must be more than one inch from the left and right edge of the rectangle and not more than three inches from the bottom edge.
- No extraneous data should be placed below the top line of the address block, other than the address itself.
- Punctuation is not required.
- Address formats should be as follows.

Top line	Name of recipient
Next line	Information/attention line
Line above last	Delivery address
Last line	Post office, state ZIP Code

The U.S. Postal Service has introduced the Expanded ZIP Code (ZIP + four digits). This new code is designed to enable the Postal Service to use more sophisticated mechanization and automation in the sorting and canceling of mail. The nine-digit ZIP Code will allow the Postal Service to sort each letter automatically to its final delivery point, such as a carrier, lock box or firm. The automatic mail processing system will use an optical character reader to locate and read the ZIP Code; a special printer will apply a "bar code"; and high-speed letter sorting machines will distribute the mail.

The first five digits of the ZIP Code will remain unchanged. These will, however, be followed by a hyphen and four numbers. The first two new numbers will identify a specific sector which can be several blocks or group of streets, large buildings, or a small geographical area. The last two new numbers divide these sectors into segments which can be one side of a city block, one floor in a large building, a cluster of mail boxes, or other similar limited geographic locations.

LETTER STYLES TRANSPARENCIES

OUTLINE

Identification	Number
BASIC STYLES OF BUSINESS LETTERS	
Full-Blocked or Block Style	IA
Blocked or Modified Block Style	IB
Semiblocked or Modified Block Style with Indented Paragraphs	IC
Administrative Management Society Simplified Style (AMS)	ID
BASIC STYLES OF PERSONAL BUSINESS LETTERS	
Personal Business Letter in Full-Blocked or Block Style	IIA
Personal Business Letter in Modified Block or Blocked Style	IIB
Personal Business Letter in Semiblocked or Modified Block Style with Indented Paragraphs	IIC
Personal Business Letter in Administrative Management Society (AMS) Simplified Style	IID
PUNCTUATION	
Full-Blocked or Block Style Letter with Open Punctuation	IIIA
Full-Blocked or Block Style Letter with Mixed or Standard Punctuation	IIIB
LETTER STYLES WITH VARIOUS INSERTIONS	
Letter with Quotation	IVA
Letter with Ruled Table	IVB-1
Letter with Open Table	IVB-2
Letter with Boxed Table	IVB-3
Letter with Leadered Table	IVB-4
Letter with Enumerations	IVC
Letter Showing Special Features	IVD
LETTERS BY LENGTH	
Short Letter	VA
Average Length Letter	VB
Long Letter	VC
First Page of a Two-Page Letter	VD
Horizontal Heading for Second Page of a Two-Page Letter	VE-1
Vertical Heading for Second Page of a Two-Page Letter	VE-2
LETTERS WITH COPY AND BLIND COPY NOTATIONS	
Acceptable Copy Notations	VIA
Blind Copy Notations	VIB
ADDRESSING ENVELOPES	
Small Envelope	VIIA
Large Envelope	VIIB
Postal Card	VIIC
Envelope with On-Arrival or Addressee Notations	VIID-1
Large Envelope with Mailing Notation	VIID-2
Two-Letter State Abbreviations	VIIE
SPECIAL-SIZE STATIONERY	
Government Stationery	VIIIA
Baronial Stationery	VIIIB
Unusual Letterhead	VIIIC
MAILING INFORMATION	
Mailing Information	IXA
Blocked Format for Addressing Envelopes and the Nine-Digit Zip Code	IXB

"END OF DOCUMENT"